



Washington State
Department of Social
& Health Services

Division of Alcohol and Substance Abuse
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PATIENTS SPEAK OUT

2005

**Fifth Annual
Statewide Patient Satisfaction
Survey**

Prepared for

Kenneth D. Stark, Director
Division of Alcohol and Substance Abuse
Washington State Department of Social and Health
Services
Olympia, WA

Prepared by

Felix Rodriguez, Ph.D.
Edward R. Murrow School of Communication
Washington State University

August 2005

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Seattle, Washington 98108-0243.

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Felix Rodriguez, Ph.D.

Executive Summary

Background

The Division of Alcohol and Substance Abuse (DASA) sponsored the fifth annual statewide patient satisfaction survey held during the week of March 21, 2005. The goal of the survey was to assess patient satisfaction with chemical dependency (CD) treatment services in Washington State. A total of 444 agencies administered the survey, representing 91 percent of the 488 DASA-certified agencies that offered any of the following CD treatment services: intensive inpatient, recovery house, long-term residential, outpatient or intensive outpatient (OP/IOP), or methadone maintenance. Over 96 percent of the public and 84 percent of the private treatment agencies volunteered to participate in the survey. DASA received a total of 18,748 completed surveys, representing 76 percent of the adult and youth patients receiving treatment in participating community-based and correctional treatment programs during the week of the survey.

Overall Findings

Adult Patients in Community Treatment Programs

- Overall, 96 percent of adult patients in community treatment programs reported they were satisfied with the service they received with 55 percent saying they were very satisfied and 41 percent saying they were mostly satisfied.
- Ninety-eight percent of adult patients in community treatment programs reported that staff treated them with respect with 84 percent saying staff treated them with respect all of the time and 14 percent saying staff treated them with respect some of the time.
- Ninety percent of adult patients in community treatment programs reported they would come back to the same program if they were to seek help again with 59 percent saying they would definitely come back and 31 percent saying they would probably come back.

Youth Patients in Community Treatment Programs

- Overall, nearly 90 percent of youth patients in community treatment programs reported they were satisfied with the service they received with 36 percent saying they were very satisfied and 53 percent saying they were mostly satisfied.
- Ninety-six percent of youth patients in community treatment programs reported that staff treated them with respect with 74 percent saying that staff treated them with respect all of the time and 22 percent saying staff treated them with respect some of the time.

- Ninety-three percent of youth patients in community treatment programs reported they felt safe in their program with 65 percent saying they felt very safe and 28 percent saying they felt somewhat safe.
- Seventy-nine percent of youth patients in community treatment programs reported they would come back to the same program if they were to seek help again with almost 38 percent saying they would definitely come back and nearly 42 percent saying they would probably come back.

Offenders Participating in Department of Corrections (DOC) Treatment Programs

- Overall, 91 percent of patients in DOC chemical dependency treatment programs reported they were satisfied with the service they received with 36 percent saying they were very satisfied and 55 percent saying they were mostly satisfied.
- Ninety-five percent of DOC patients reported that staff treated them with respect with 69 percent saying staff treated them with respect all of the time and 26 percent saying staff treated them with respect some of the time.
- Nearly seventy percent of DOC patients reported they would come back to the same program if they were to seek help again with 30 percent saying they would definitely come back and 39 percent saying they would probably come back.

Youth Offenders Participating in Juvenile Rehabilitation Administration (JRA) Treatment Programs

- Overall, 75 percent of youth offenders participating in JRA treatment programs reported they were satisfied with the service they received with 22 percent saying they were very satisfied and 53 percent saying they were mostly satisfied.
- Eighty percent of youth offenders in JRA treatment programs reported that staff treated them with respect with 31 percent saying staff treated them with respect all of the time and 49 percent saying staff treated them with respect some of the time.
- Eighty percent of youth offenders in JRA treatment programs reported they felt safe in their program with 38 percent saying they felt very safe and 42 percent saying they felt somewhat safe.
- When asked if they would come back to the same program if they were to seek help again, 49 percent of youth offenders responded they would come back to the same program with 11 percent saying they would

definitely come back and 38 percent saying they would probably come back.

Trends in Patient Satisfaction, 2001-2005

- In intensive inpatient, long-term residential, outpatient, and methadone, the proportion of adult patients reporting they were satisfied with the service they received remained fairly stable over the last five years.
- In community residential programs, the proportion of youth patients reporting they were satisfied with the service they received declined from 90 percent in 2004 to 82 percent in 2005.
- The proportion of offenders in DOC long-term residential programs reporting they were satisfied with the service they received has continued to rise from 61 percent in 2002 to 87 percent in 2005.
- The proportion of youth offenders in JRA programs reporting that staff treated them with respect rose from 68 percent in 2004 to 80 percent in 2005.

Introduction

Purpose of the Survey

The Division of Alcohol and Substance Abuse (DASA) has commissioned an annual survey since 2001 to assess patient satisfaction with chemical dependency (CD) treatment services in Washington State. This report presents the results of the 2005 Statewide Patient Satisfaction Survey that was held on March 21-25.* In addition to the statewide report, DASA prepares provider-level reports summarizing the results for individual providers that participate in the survey. DASA also prepares county-level reports which aggregate the results for each county represented in the survey. The purpose of these reports is to provide patient feedback information that can be used by state, county agencies, and treatment providers to improve the quality of CD treatment services in Washington State.

Administration of the Survey

A total of 444 agencies volunteered to participate in the survey. This number represents 91 percent of the 488 DASA-certified treatment centers that were identified as actively operating in Washington State as of March 18, 2005, and were offering any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient or intensive outpatient (OP/IOP), or methadone maintenance.† As the table below shows, at least 87 percent of the treatment agencies in each region volunteered to participate in the survey. The survey captured 96.4 percent of the public and 83.8 percent of the private treatment agencies in the state.‡

**Regional Distribution of DASA-Certified Treatment Agencies
Participating in the 2005 Statewide Patient Satisfaction Survey**

Region [§]	Participating Providers		Non-Participating Providers		Total (100%)
	Number	Percent (%)	Number	Percent (%)	
Region 1 (Spokane)	54	87.1	8	12.9	62
Region 2 (Yakima)	48	92.3	4	7.7	52
Region 3 (Snohomish)	59	89.4	7	10.6	66
Region 4 (King)	123	92.5	10	7.5	133
Region 5 (Pierce)	68	89.5	8	10.5	76
Region 6 (Clark)	92	92.9	7	7.1	99
Total	444	91.0	44	9.0	488

* For 2005, the name of the survey was changed from client to patient satisfaction survey. DASA aims to erase the stigma attached to persons recovering from alcohol and other drug addiction. One approach is to use medical terms in the field of chemical dependency. "Patient" is consistent with the disease model of addiction.

† See page 129 for details.

‡ See page 129 for details.

§ See map on page 221, Appendix C.

During the week of March 21, 2005, participating providers were asked to request all of their patients who were receiving treatment to complete the patient satisfaction survey. The survey came in two versions, adult and youth. Both versions were available in English, Spanish, Vietnamese, and Cambodian (see Appendix B, page 199).

DASA received a total of 18,748 completed surveys, representing 76 percent of the adult and youth patients receiving treatment in participating community-based and correctional treatment programs during the week of the survey. As the table below shows, the survey response rate was highest in intensive inpatient followed by recovery house, long-term residential, OP/IOP, and methadone.

**2005 Statewide Patient Satisfaction Survey
Survey Response Rate by Treatment Modality**

Treatment Modality	Number of Patients Receiving Treatment During the Week of March 21, 2005*	Number of Patients Completing the Survey	Survey Response Rate (%)
Intensive Inpatient	959	911	95
Recovery House	170	158	93
Long-term Residential	730	648	89
Outpatient/Intensive Outpatient (OP/IOP)	18818	15163	81
Total excluding Methadone	20677	16880	82
Methadone	4020	1868	46
Total including Methadone	24697	18748	76

The response rate for methadone programs tended to reduce the overall survey response rate. If methadone were excluded, the survey response rate overall would be 82 percent. What accounts for the lower response rate for methadone programs? Of the 19 participating methadone programs, seven had a response rate of 70 percent and over, three had a response rate between 49 percent and 62 percent, while nine had a response rate below 49 percent. This variation in response rates indicates that some methadone programs were more successful than others in obtaining patients' cooperation to complete and return the survey. In next year's survey, DASA will collaborate with agencies having less than 70 percent response rate to formulate a strategy aimed at raising the level of cooperation among methadone patients.

Patients who completed the survey included adults and youth who were receiving CD treatment in community-based programs and in programs provided by correctional institutions, such as the Department of Corrections (DOC) and the Juvenile Rehabilitation Administration (JRA). Of the 17,444 patients completing the survey in community-based treatment programs, 15,962 or 91.5 percent were adults, while 1,482 or 8.5 percent were youth patients. Of the 1,304 patients

* These figures were based on data reported to DASA by participating treatment agencies.

completing the survey in correctional programs, 1,202 or 92.2 percent were DOC patients, while 102 or 7.8 percent were JRA patients.

Since its first administration in 2001, the number of patients and treatment providers participating in the annual statewide patient satisfaction survey has grown. As the following table shows, the number of patients has more than doubled from 8,094 in 2001 to 18,748 in 2005. The proportion of treatment providers participating in the survey has grown from 45 percent in 2001 to 91 percent in 2005.

**Number of Patients and Treatment Providers
Participating in the Annual Statewide Patient Satisfaction Survey, 2001-2005**

Year	Number of Patients Participating	Number and Percent of Providers Participating
2001	8094	186 (45.0%)
2002	12000	269 (58.5%)
2003	15715	359 (80.3%)
2004	17923	403 (87.2%)
2005	18748	444 (91.0%)

Interpretation of Survey Results

This report presents the 2005 statewide results in percentages. In comparing treatment modalities or groups, this report uses the following guide: a difference of five percent or less is considered small; between six percent and ten percent is modest; over ten percent is large.

Organization of the Report

The results presented in this report are aggregated on a state level for each treatment modality and are divided into two main parts: community treatment programs and correctional treatment programs. The results for community treatment programs are divided into adult and youth responses. The part devoted to correctional treatment programs is divided between the DOC and the JRA. The report also includes a section on how providers used the results from the 2004 survey and a similar section on how policy makers and other key informants used last year's statewide results. The *Technical Notes* section (pages 129-130) presents further information related to the administration of the survey. The charts presented in the report are based on tables appearing in Appendix A (pages 131-198). The survey instruments and administration guidelines can be found in Appendix B (pages 199-217).

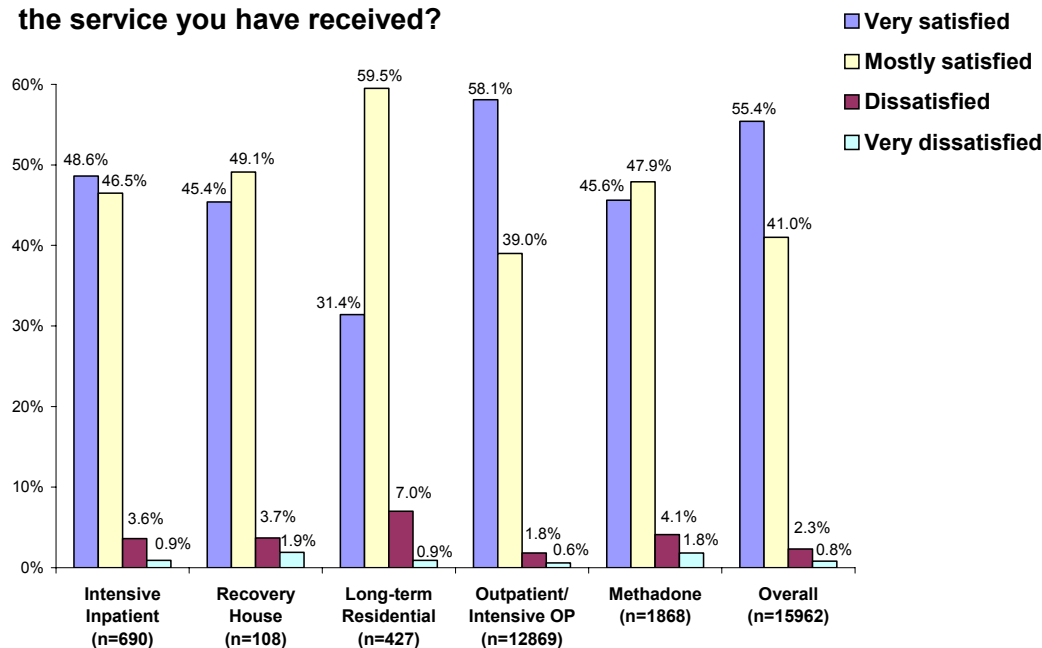
Part 1: Community Treatment Programs

Adult Patient Satisfaction in Community Treatment Programs by Modality

Satisfaction with Service Received

- Overall, 96 percent of adult patients in community treatment programs reported they were satisfied with the service they received with 55 percent saying they were very satisfied and 41 percent saying they were mostly satisfied.
- In residential programs, 49 percent of patients in intensive inpatient and 45 percent in recovery house reported they were very satisfied with the service they received compared to 31 percent in long-term residential.
- In outpatient programs, 58 percent of patients reported they were very satisfied with the service they received.
- Forty-six percent of methadone patients reported they were very satisfied with the service they received.*

Q1. In an overall, general sense, how satisfied are you with the service you have received?



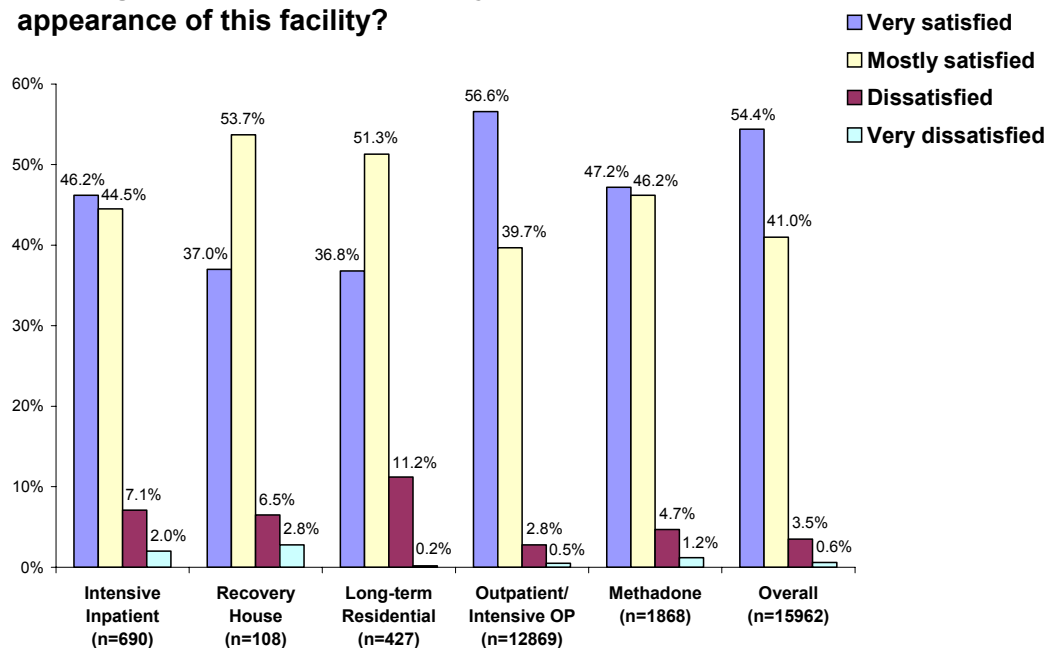
SOURCE: Table 1a, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Satisfaction with Comfort and Appearance of Facility

- Ninety-five percent of adult patients in community treatment programs reported they were satisfied with the comfort and appearance of their facility with 54 percent saying they were very satisfied and 41 percent saying they were mostly satisfied.
- Forty-six percent of patients in intensive inpatient reported they were very satisfied with the comfort and appearance of their facility compared to 37 percent of patients in recovery house and long-term residential.
- In outpatient programs, 57 percent of patients reported they were very satisfied with the comfort and appearance of their facility.
- In methadone programs, 47 percent reported they were very satisfied with the comfort and appearance of their facility.*

Q2. In general, how satisfied are you with the comfort and appearance of this facility?



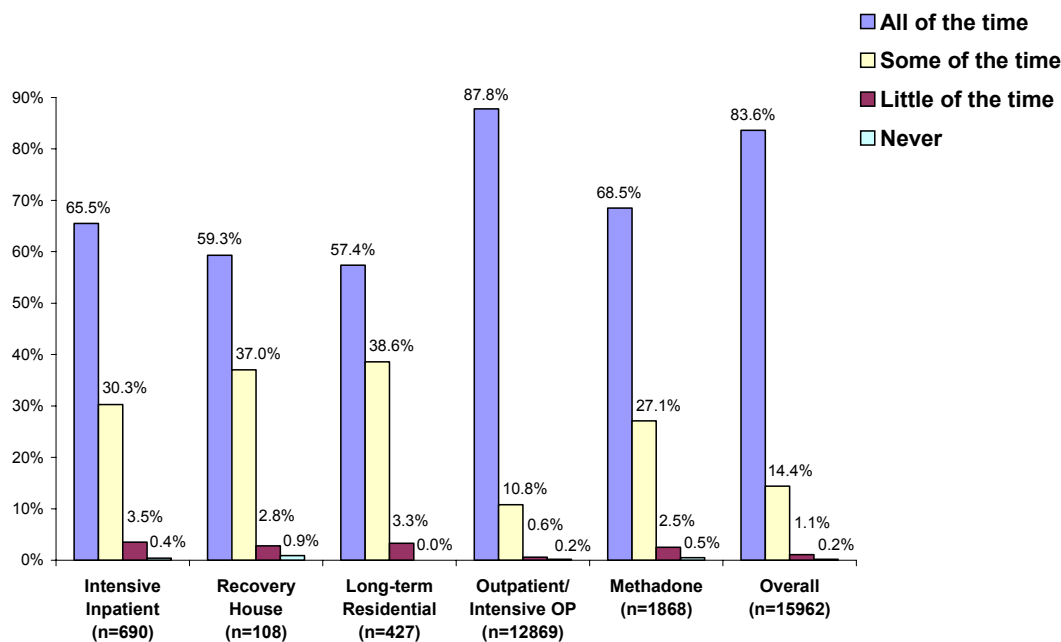
SOURCE: Table 1a, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Respect from Staff

- Overall, 98 percent of adult patients in community treatment programs reported that staff treated them with respect with 84 percent saying staff treated them with respect all of the time and 14 percent saying staff treated them with respect some of the time.
- Sixty-six percent of patients in intensive inpatient reported that staff treated them with respect all of the time compared to 59 percent in recovery house and 57 percent in long-term residential.
- In outpatient, 88 percent of patients reported that staff treated them with respect all of the time, the highest proportion across modalities.
- Sixty-nine percent of methadone patients reported that staff treated them with respect all of the time.*

Q3. Would you say our staff treated you with respect?



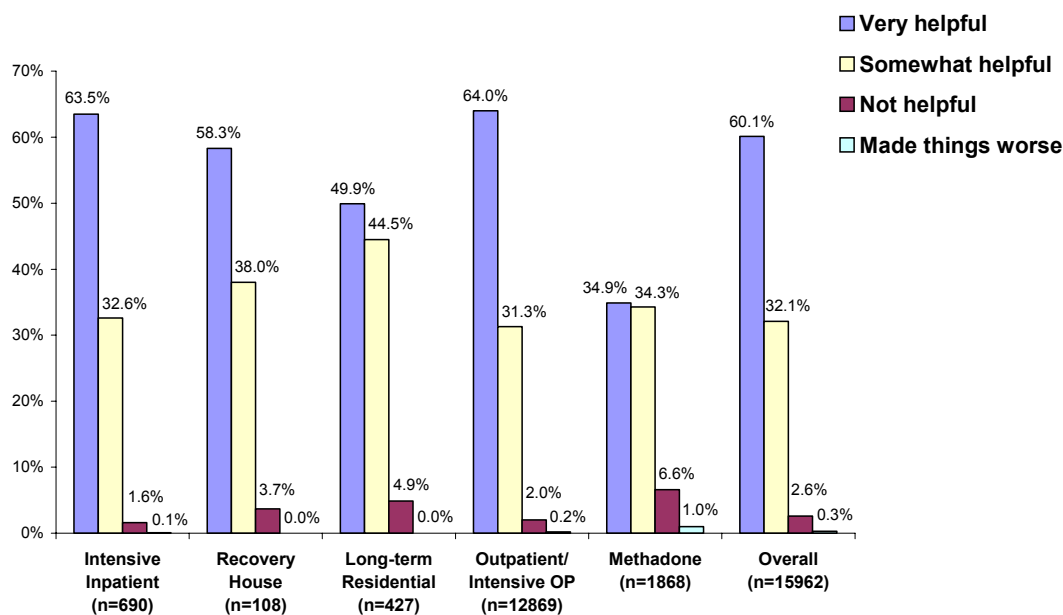
SOURCE: Table 1a, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Helpfulness of Group Sessions

- Overall, 92 percent of adult patients in community treatment programs rated group sessions as helpful with 60 percent saying they were very helpful and 32 percent saying they were somewhat helpful.
- In residential programs, 64 percent of patients in intensive inpatient, 58 percent in recovery house, and 50 percent in long-term residential found the group sessions to be very helpful.
- In outpatient, 64 percent reported the group sessions were very helpful.
- Thirty-five percent of methadone patients reported the group sessions were very helpful.*

Q4. How do you rate the helpfulness of the group sessions?



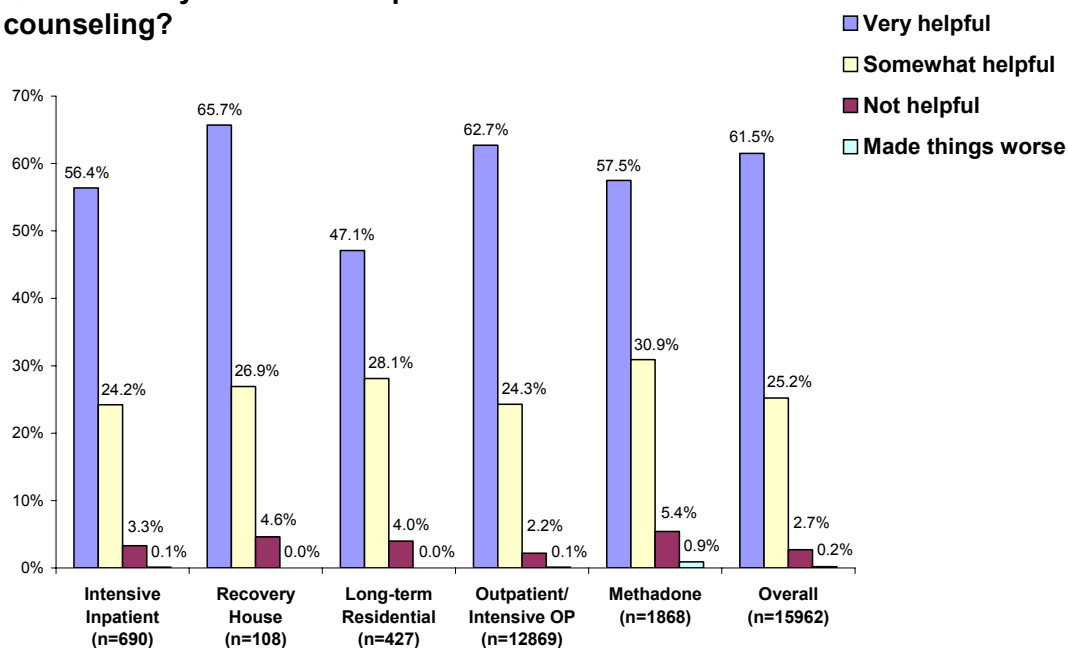
SOURCE: Table 1a, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Helpfulness of Individual Counseling

- Overall, 87 percent of adult patients in community treatment programs rated individual counseling as helpful with 62 percent saying it was very helpful and 25 percent saying it was somewhat helpful.
- In residential programs, 66 percent of patients enrolled in recovery house rated individual counseling as very helpful compared to 56 percent in intensive inpatient and 47 percent in long-term residential.
- Sixty-three percent of those in outpatient rated individual counseling as very helpful.
- Fifty-eight percent of methadone patients rated individual counseling as very helpful.*

Q5. How do you rate the helpfulness of the individual counseling?



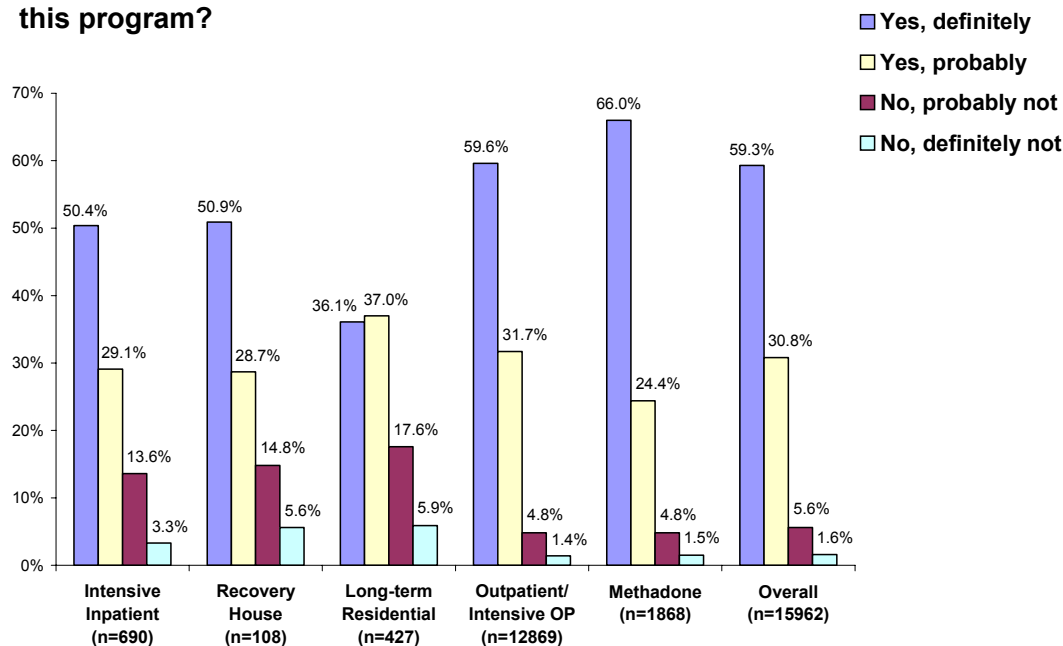
SOURCE: Table 1a, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

“...Would you come back to this program?”

- Overall, 90 percent of adult patients in community treatment programs reported they would come back to the same program if they were to seek help again with 59 percent saying they would definitely come back and 31 percent saying they would probably come back.
- In residential programs, 50 percent of patients in intensive inpatient and 51 percent in recovery house reported they would definitely come back to the same program compared to 36 percent in long-term residential.
- In outpatient, 60 percent of patients reported they would definitely come back to the same program if they were to seek help again.
- In methadone, 66 percent said they would definitely come back to the same program.*

Q6. If you were to seek help again, would you come back to this program?



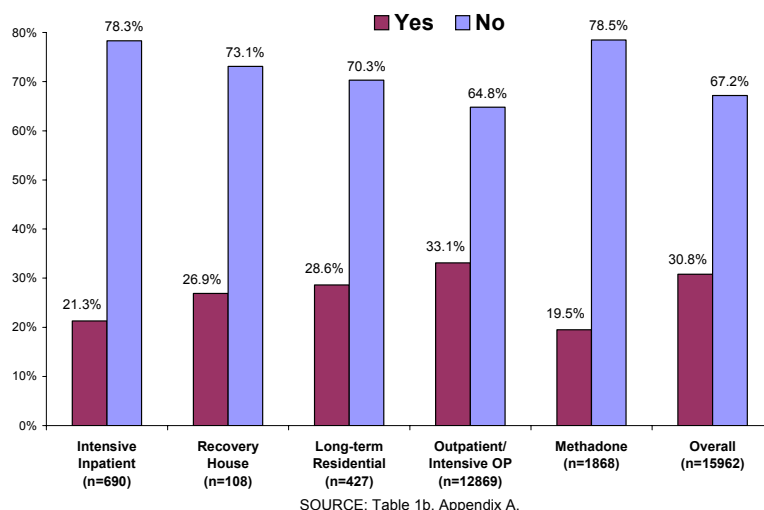
SOURCE: Table 1a, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Need for Legal Services

Overall, 31 percent of adults enrolled in community treatment programs reported a need for legal services. Across modalities, outpatient programs appeared to have the highest proportion of patients needing legal services with 33 percent followed by 29 percent in long-term residential, 27 percent in recovery house, 21 percent in intensive inpatient, and 20 percent in methadone.*

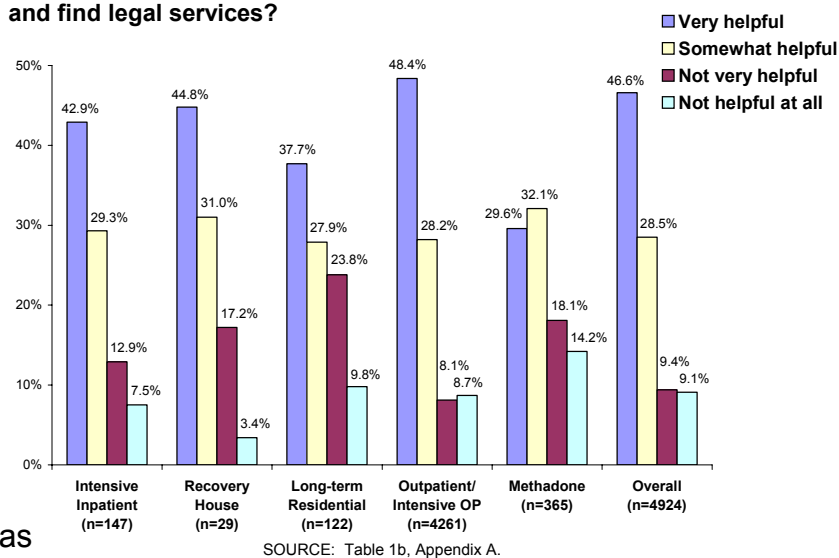
Q7. Did you need legal services?



Helpfulness in Identifying and Finding Legal Services

Overall, 75 percent of adult patients needing legal services rated their program as helpful in assisting them to identify and find legal services with nearly 47 percent rating their program as very helpful and close to 29 percent rating it as somewhat helpful. Except for recovery house where only 29 patients needed legal services, 48 percent of patients needing legal services in outpatient rated their program as very helpful in assisting them to identify and find legal services compared to 43 percent in intensive inpatient, 38 percent in long-term residential, and 30 percent in methadone.*

Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?

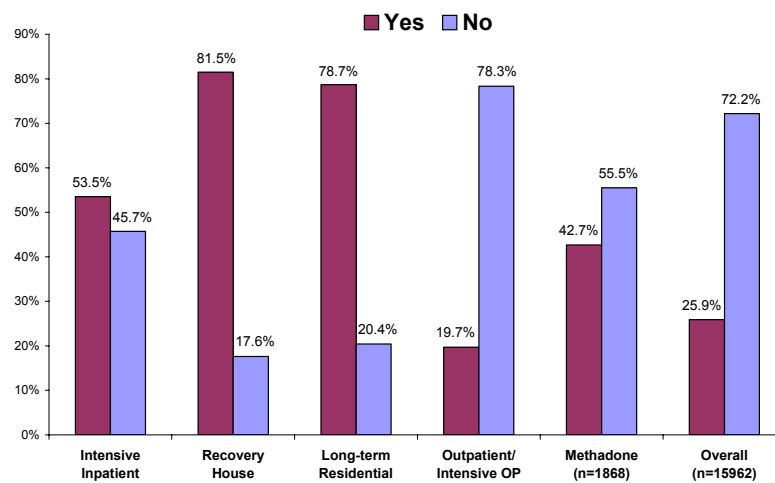


* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Need for Medical Services

Twenty-six percent of adult patients in community treatment programs reported a need for medical services. Recovery house programs had the highest proportion of patients needing medical services, 82 percent, followed by 79 percent in long-term residential, 54 percent in intensive inpatient, 43 percent in methadone, and 20 percent in outpatient.*

Q8. Did you need medical services?

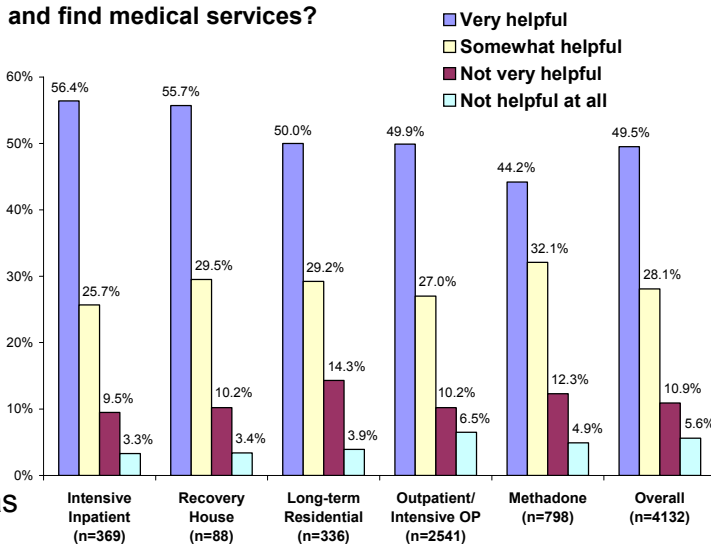


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Medical Services

Overall, 78 percent of adult patients needing medical services rated their program as helpful in assisting them to identify and find medical services with 50 percent saying it was very helpful and 28 percent saying it was somewhat helpful. Except for methadone programs, between 50 percent and 56 percent of patients needing medical services rated their program as very helpful in assisting them to identify and find medical services.*

Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?



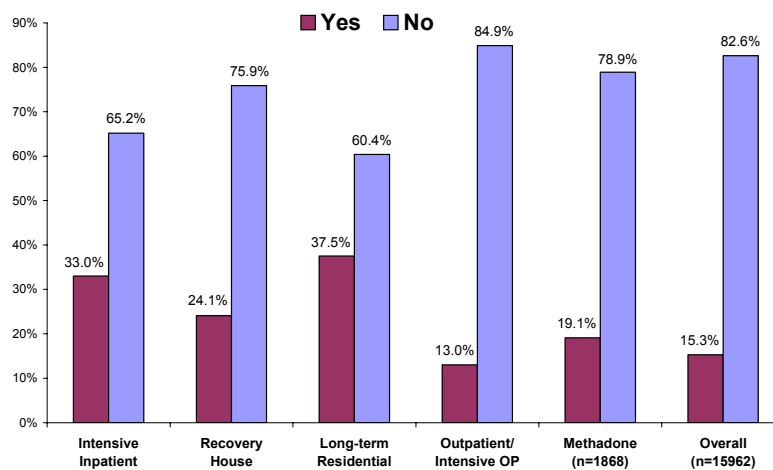
SOURCE: Table 1b, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Need for Family Services

Overall, 15 percent of adults in community treatment programs reported a need for family services. Long-term residential programs had the highest proportion of patients reporting a need for family services with 38 percent followed by 33 percent in intensive inpatient, 24 percent in recovery house, 19 percent in methadone, and 13 percent in outpatient.*

Q9. Did you need family services?

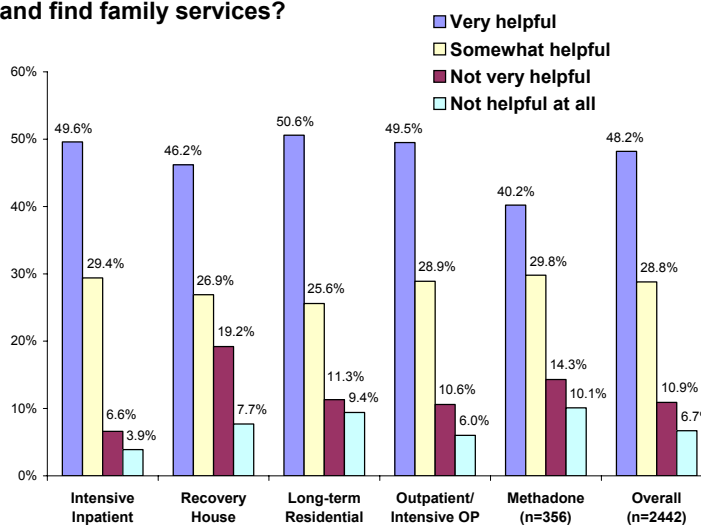


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Family Services

Of those who needed family services, 77 percent rated their program as helpful in assisting them to identify and find family services with 48 percent saying it was very helpful and 29 percent saying it was somewhat helpful. Except for recovery house where only 26 patients needed family services, about 50 percent of patients needing family services in intensive inpatient, long-term residential, and outpatient rated their program as very helpful in assisting them to identify and find family services compared to 40 percent of methadone patients needing family services.*

Q9a. IF YES, how helpful were we in assisting you to identify and find family services?



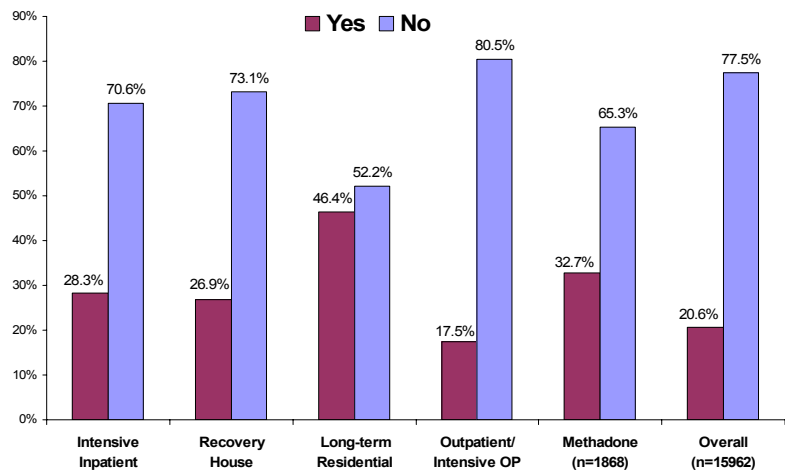
SOURCE: Table 1b, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Need for Mental Health Services

Overall, 21 percent of adult patients in community treatment programs reported they needed mental health services. The highest proportion of patients needing mental health services was in long-term residential with 46 percent followed by 33 percent in methadone, 28 percent in intensive inpatient, 27 percent in recovery house, and 18 percent in outpatient.*

Q10. Did you need mental health services?

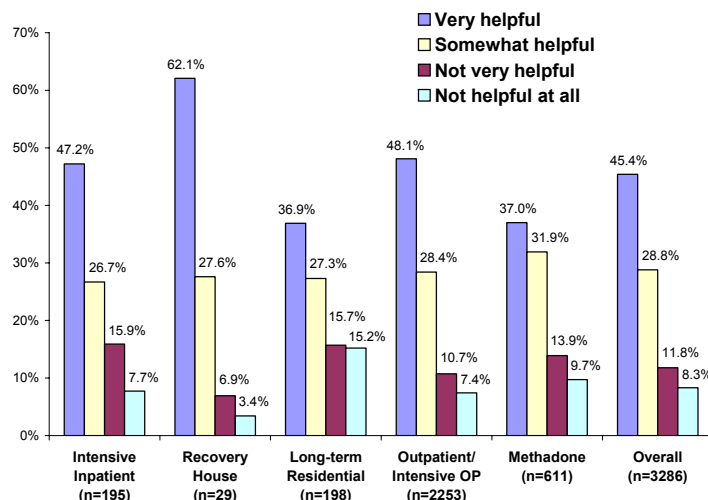


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Mental Health Services

Among those who needed mental health services, 74 percent overall rated their program as helpful in assisting them to identify and find mental health services with 45 percent saying it was very helpful and 29 percent saying it was somewhat helpful. Except for recovery house where only 29 patients needed mental health services, intensive inpatient and outpatient had similar proportions of patients

Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?



SOURCE: Table 1b, Appendix A.

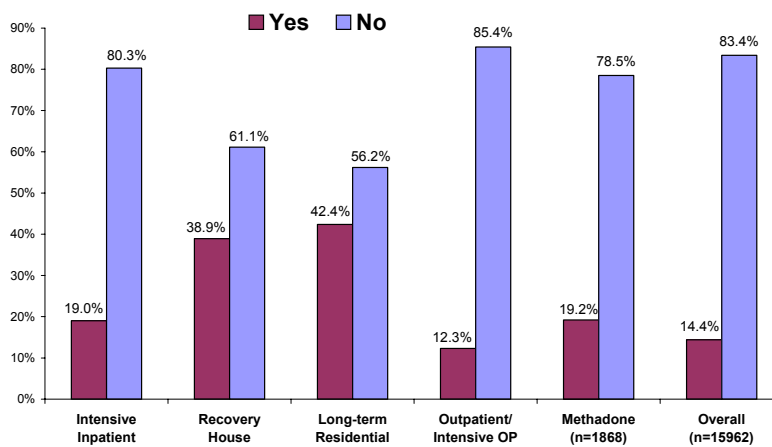
needing mental health services that rated their program as very helpful in assisting them to identify and find mental health services, 47 percent and 48 percent respectively, as opposed to 37 percent in long-term residential and methadone.*

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Need for Educational or Vocational Services

Overall, 14 percent of adult patients in community treatment programs reported they needed educational or vocational services. The proportion of patients needing educational or vocational services was highest in long-term residential, 42 percent, followed by 39 percent in recovery house, 19 percent in intensive inpatient and methadone, and 12 percent in outpatient.*

Q11. Did you need educational or vocational services?

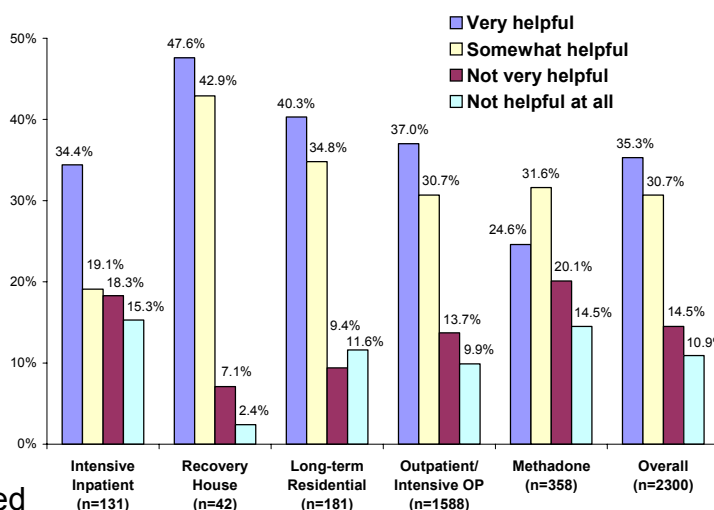


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Educational or Vocational Services

Overall, 66 percent of patients needing educational or vocational services rated their program as helpful in assisting them to identify and find these services with 35 percent saying it was very helpful and 31 percent saying it was somewhat helpful. Except for recovery house where only 42 patients needed these services, the highest proportion of patients that needed these services and rated their program as very helpful in assisting them to identify and find these services was in long-term residential, 40 percent, followed by 37 percent in outpatient, 34 percent in intensive inpatient, and 25 percent in methadone.*

Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?



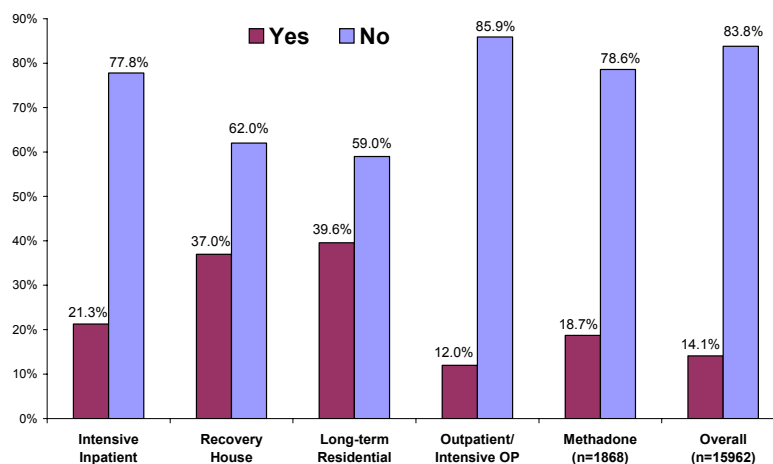
SOURCE: Table 1b, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Need for Employment Services

Among adult patients in community treatment programs, 14 percent overall reported a need for employment services. The highest proportion of patients reporting a need for employment services was in long-term residential, 40 percent, followed by 37 percent in recovery house, 21 percent in intensive inpatient, 19 percent in methadone, and 12 percent in outpatient.*

Q12. Did you need employment services?

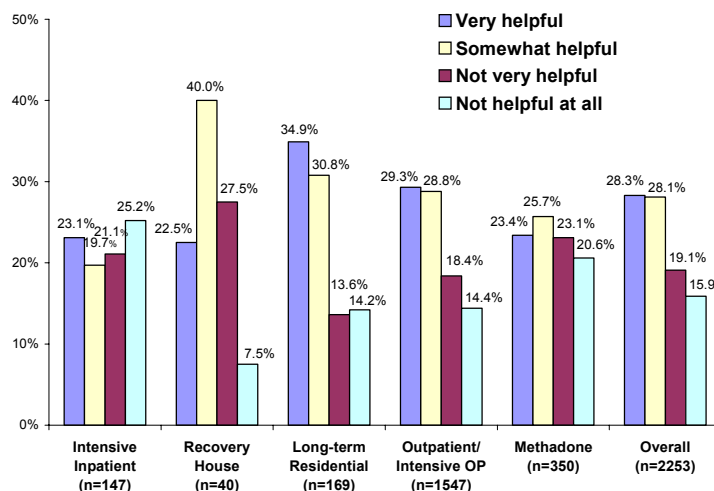


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Employment Services

Among those who needed employment services, 56 percent rated their program as helpful in assisting them to identify and find employment services with nearly equal proportion of patients saying it was very helpful and somewhat helpful. Except for recovery house where only 40 patients needed employment services, long-term residential had the highest proportion of patients needing these services that rated their program as very helpful in assisting them to identify and find employment services, 35 percent, followed by 29 percent in outpatient and 23 percent in intensive inpatient and methadone.*

Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?



SOURCE: Table 1b, Appendix A.

* Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

“What do you like about this program?”

Intensive Inpatient: Selected Responses

“The information provided through lectures and videos has really helped me to understand my disease. The group therapy has really helped me to understand myself.”

“I was spiritually dead when I came here. I like the emphasis on finding your higher power.”

“This program is much more personal than the others I have attended. It made me look deep inside myself on a personal level. I dealt with issues that I had previously thought I had dealt with. Rather than a generalization, it was personal.”

“I love this program for helping me discover why I use, what my underlying problems were, and how to correct them. It taught me who I really was and how to accept that. This place is great.”

***“I love this program
for helping me discover
why I use, what my
underlying problems
were, and how to
correct them.”***

“I love the program because the counselors and support staff are great. The teamwork is unbelievable along with the intelligence, compassion, and ideas the staff has. It has helped me so much. I was impressed. The classes and activities are so helpful.”

“Program is great. I learned so much about the skills I needed to be able to make it on the outside. I love the fact that the counselors work together because when I was having issues and my counselor was not here, another counselor walked me through my pain.”

“It is run by native brothers and sisters who, I believe, have essential spiritual wealth and healing powers.”

“I like the truthfulness here. All of the counselors are great. My counselor is wonderful, she lets me have it even if it’s going to hurt my feelings, but I need that. The classes are really worth going to. And last but not least, the AA, NA meetings are awesome, and the staff is real cool. (Name of program) is helping me save my life.”

"It's nice to finally find a program that deals with what the problem is inside, not just watching movies about drugs. I have been looking for this for five years."

"This program helped me forgive myself as well as others. It helped me see I'm sick and my disease is serious."

Recovery House: Selected Responses

"I became more aware of others' behaviors. Learned what kind of people not to associate with. Identify qualities to allow in my life as far as friends. Identify healthy relationships."

"I've learned so much about me, dealing with life in general and my disease."

"Get more assistance with family programs."

"That staff and clients are one big unity, and everybody works together to help each other out in their disease. The food is delicious. Everyone makes me feel as if I was at home. It's just awesome. Real good support."

"I like the family environment and the strength of values reinforced by the group process."

"Support. What I need is help with finding a decent job and housing other than Oxford because I have a little girl that's disabled."

"The ability to learn about yourself (by yourself), to learn about things that could lead to relapse and/or continued use. Many small things, mostly seeds being planted that I choose to take and grow. The ability to know I don't have to do this forever. I don't have to live the way I was, but at the same time knowing I need to do it for myself."

"Everything. It has helped me find a path of recovery. Helped me stay clean and sober, adjust back into society, and also (deal) with my medical and mental health issue that I have worked for a long time. Thank you."

"There is room for self-educating, lots of freedom in all areas. Facility provides, and has access to, many opportunities to improve all phases of life. The director and clinical supervisor are awesome."

"I like the family environment and the strength of values reinforced by the group process."

Long-term Residential: Selected Responses

“What I like is that the program allows you to bring your children and re-bond. I also appreciate that they help with your education, and nine times out of ten, they find the root of your problem. Most of the counselors really care.”

“How my counselor turned me to be clean and believe in God which is awesome in my eyes.”

“Learning to deal with people and my feelings. I’m getting healthy again, and I’m very thankful for another chance at becoming a productive member of my community.”

“It is helping me stay clean and sober, deal with my problems, and build a solid block for my future. It helps me understand myself.”

“I’ve never been in such a treatment environment before (this is my twelfth). I am stimulated by such uniqueness, and I really appreciate that my treatment is ‘customized,’ if you will, to my person. I also appreciate the cleanliness here, and I really like having all of my immediate needs met.”

“The fact that it is addicts helping addicts and that I can take a look at what behaviors brought me here as opposed to my drug problem.”

“Other people being aware of me and things that are going to help me, such as employment and schooling. All our needs are met.”

“I think that you have to be ready for sobriety to do this program. It will definitely assist in giving your life back. I also like the length of the program.”

Outpatient/Intensive Outpatient: Selected Responses

“My counselor is most helpful, kind, non-judgmental, respectful, and caring. He states that he has been there in the ‘sick’ or ‘alcoholic stage’ and is, and always will be, in the journey of sobriety. He also has given me encouragement, information on dentists, and health tips, such as vitamins. The front desk is very patient as well as courteous.”

“Getting to know the people in my group and going through treatment with them. Watching us all grow and mature together.”

“That you get to learn how to express your feelings and ask for help. You learn who you really are. For the first time in my life, I know who I am and love who I have become.”

“Support when I need it. Keeps me in recovery, and I’m able to prove I’m better than my mistake of being an addict.”

“It has helped me understand my problem more thoroughly. This program has brought me a better insight on my alcohol problems. The group sessions have been very helpful to keep my sobriety in check.”

“The time of this group is perfect for me. If it was at another time, I couldn’t do it or would have to put my son in day care. I appreciate that our group facilitator has substance addiction so that he can relate to our problems and help us with his wisdom. I like that many of the other clients have similar situations so that we can give each other advice.”

“It gives me a good foundation and structure. It keeps me responsible and accountable.”

“I like the flexibility (name of treatment center) has offered me so when I get a job, I still can attend groups to successfully complete the program.”

“I loved the acupuncture. Time is moving too fast to enjoy one certain group. Every day here is another day sober.”

“The way the counselors suited my treatment to my individual needs. Being placed in the MRT program.”

“I am getting new ideas and ways of dealing with my addiction.”

“Its structure is class type education, not just sit around, bull shit session.”

“I am learning about what you need to be successful in recovery.”

“It gives me a good foundation and structure. It keeps me responsible and accountable.”

“The information that I received has helped me to make better choices for my life. My counselor was very helpful to me and understanding about my situation and circumstances.”

“My counselor (name) had been very helpful in helping me recognize and treat my disease. I also feel as though I have been treated with respect while attending.”

“The program does not dictate absolutes but provides a case for the probable. The program focuses on the positive not negative. Use of medicine wheel. Tools for recovery.”

“Makes me feel like a normal person. They treat me with respect. It has helped me to understand life better. The best thing is that it has helped me to remain clean and sober.”

“This program, with understanding and listening counselors, has helped immensely. They make me feel comfortable with my feelings which makes my recovery easier. This is the first treatment center that has helped me. Everyone should come here.”

“I like this program because I am now completely off drugs and crime.”

Methadone: Selected Responses

“I like that you are now open until 10 a.m. I am happy with our new nursing staff, as our previous staff treated me as if I was doing something wrong a lot of times especially when I was here my first few months. I do feel very comfortable now. Thank you.”

“I’m no longer on drugs. This place and places like it help people get their lives started again, and it teaches you how to get going in the real world again so you can be an active member of society.”

“I like the fact that I am under a doctor’s care and that I am receiving legal treatment. I believe the methadone program has saved my life in more ways than one. And I hate the misconception that people think you’re getting high—once you find your dose and take the same everyday, getting high is impossible.”

“I like not ever knowing when I am going to be UA’d because in the beginning of my treatment, it made me stay off the pills I was using. I also like being able to earn my carries so I don’t have to come in everyday.”

“They have been patient with my financial situation and allowed me to pay a certain amount monthly.”

“I has kept me off the streets, not committing crimes to support a habit. My counselor is good at kicking me in the butt when I need to get my pity pot. She makes herself available.”

“The program is wonderful. The nurses are great, and the counselors are awesome. They are very helpful with your problem and getting your life straightened out.”

*“I’m no longer on drugs.
... it teaches you how to
get going in the real world
again so you can be an
active member of society.”*

“Is there anything you would change about this program?”

Intensive Inpatient: Selected Responses

“Have new counselors show more compassion and effort trying to get to know you, not just assume they do. (Have) food vending machine, alarm clocks, personal night lights.”

“The screening of women who are coming in but are not ready to clean up their lives, and some of the counselors need to take more time with their clients.”

“The counselors should give more feedback in group sessions. There should also be more recreation stuff to do.”

“I would have juices and things to drink at all times and fruit. This is the only one I’ve ever been to that didn’t have that. And I would get a counselor who is here more than three days a week because I have only had one session with my counselor, and that was my intake. That’s frustrating.”

***“The counselors
should give more
feedback in group
sessions.”***

“The RAs need training on how to treat people (they power trip). They act more like jail guards and treat people in treatment like children.”

“I would probably give a weekend pass to residents to prepare them for when they go back out the doors, to get reactions, and (see) how it was handled.”

“I would separate some of the groups depending on their issues.”

“Yes, I think they should have a problem-solving group in the middle of the day when we are farther into our day and our problems are more apt to surface.”

“I think we should have walks after dinner (optional) just like we do after lunch. The walks are great.”

“More one-on-one counseling. More family time and more phones. Treat us with dignity.”

Recovery House: Selected Responses

“A counselor educated on dual diagnosis for mental health and addiction.”

“Just the building. Only one shower. The water pressure.”

“When one person breaks a rule, everyone suffers for it.”

“Yes, more support for single parents and more help with housing for low-income parents.”

“Yes, more support for single parents and more help with housing for low-income parents.”

“One-hour intense classes: some anatomy-physiology awareness, one time per week; nutrition/pharmacology (causes, effects, consequences), one time per week; exercise, meditation, yoga, etc., three times per week; psychology class, one time per week.”

“How uncoordinated the staff members are here on rules, etc. I would also shorten the length of the program. I would change the way different clients get better treatment than others.”

“The hypocrisy. The fact that everything is based on the best interest of the facility, not the client. Staff is impersonal; and stereotypes.”

“I’ve had a problem with the lady at the front desk several times, really rude on occasions.”

“Have a couple new counselors.”

“Add a mandatory exercise program.”

“Professionalism of all staff members. Staff is very unorganized and unprofessional.”

Long-term Residential: Selected Responses

“More individual attention. More responsibility meeting health and preparation for entering society (housing, outpatient, vocational).”

“Yes, the entire drug and alcohol curriculum. Me being younger than most individuals, things are changing and so are principles.”

“That there were more than one CDP counselor at this facility because the trainees don’t know what they’re doing and the TA can’t become a counselor here. And also a requirement for every staff member, including the program director, be in recovery.”

"I would change the number of people in the groups to a smaller number, hire some more fair counselors, and be able to get more rest. Have more activities for children."

"Counselors—stronger background (degrees, etc.)."

"Yes, I would include some AA and NA meetings, self-change classes, but I still need some time."

"Being able to find work earlier or go to school instead of pretty much at the last minute. More staff that is on common ground. More one-on-one time with clients."

"Yes, I feel there is too long of a blackout period, and it is not helpful to my treatment. I feel I need to speak and see my loved ones to help cope with my recovery."

"I think we need to talk more about our problems. I think more classes should be available in first phase, like obtaining your GED so when you go up to second phase, you can look for work right away."

"Yes, I'd not let anyone who uses stay any longer than one hour. That would be time enough to pack."

"This program met my basic needs. I do not feel that I got the individual attention I needed. I got no help with housing, mental health. I did everything for myself (which is fine), but my legal paper work was not addressed responsibly."

Outpatient/Intensive Outpatient: Selected Responses

"One-on-ones a little more specific in their purpose and more personable, not poking away at computer as we're talking."

"More one-on-ones early in the program would have helped me more."

"Another north side location and to have child care provided."

"Maybe more feedback from counselors."

"It could be held partly on the weekend to ease stress at work and coming during the week."

"Yes, they constantly worry and question the payment plan of the clients, not (giving) enough concern on the help people need."

***"More one-on-ones
early in the program
would have helped me
more."***

“Less bookwork. I think the Socratic teaching method works best. Make people do work while thinking it’s just a group conversation.”

“I would like more open discussion in MRT. We are discouraged to express our true feelings often because we get accused of arguing. One of the main reasons I used drugs was due to my passive behavior. One of my goals in recovery is to assert my feelings. IOP and relapse prevention encouraged more open discussion.”

“The ability to know how much time you have left in the program.”

“Some of the new counselors need to be observed or recorded and monitored. They are not helpful—more than that, they’re demeaning, self-righteous, and patronizing. Others are great—caring and beneficial while remaining no-nonsense.”

“I would like a little more information (scientific and perhaps legal, social, etc.) and less group talk.”

“A bigger parking lot, a bigger waiting room, tables in group rooms, bigger rooms, windows that open.”

“Have parenting classes and other self-help groups here in the building.”

“I would change how the counselor repeats the topics, in other words, to not have the counselor do the topic the same way every time.”

“The counselor is patronizing and condescending.”

“I would like to see a bit more structure in the assignments—I feel that they could be more linear—and perhaps clearer expectations on what performing these assignments can accomplish.”

“When people work, be able to change a day with permission on that day and be able to make up that day sometime during the week.”

“Could change the financial to public funding for people who cannot afford to pay such good treatment.”

“We are discouraged to express our true feelings. . . . One of the main reasons I used drugs was due to my passive behavior. One of my goals in recovery is to assert my feelings.”

“It would be nice to see additional support given when members come in needing additional financial or housing for the felons having trouble finding work. I’m talking about state funds to help the transition from jail, prison to society.”

“Letting patients bring candy and food because sometimes you don’t have enough time to eat at home.”

“A progression. Completed ‘phases’ towards a graduation. There is not a progression to know how you are doing or if you are near a graduation. It seems it’s about keeping you as long as possible to make money.”

Methadone: Selected Responses

“Yes, on the initial visit that clinic and its staff find out and understand why each individual has come for help. To not judge as a whole but individually help each individual situation and understand where they come from.”

“Having the counselor be more on top of things and to go out of the way to help you. I don’t feel like they care or try to help you get off.”

“Yes, coming in every day; only allowed one week of carries; breathalyzer; required to go to groups; the number system for lining up to get your dose is poorly run and monitored—people are constantly cutting in line, fighting over who was here first; have two windows for dosing, but never use the other window; getting just one dirty and you lose entire carries and then have to get them back one at a time, slowly.”

*“ . . . the number
system for lining up
to get your dose is
poorly run and
monitored”*

“I have only had a problem with one counselor being rude and disrespectful when I come in the clinic and especially during a UA. So I don’t know how anyone would deal with that. But most of the counselors are wonderful.”

“There is a double standard at the clinic. If a person is breaking the rules consistently, that person is given more of a break than someone who is doing well and breaks the rules once. I would not have counselors working that don’t like working with heroin addicts. Also, people who have the intellectual capacity to obtain services they need do not receive as much help in finding resources.”

“Cost. I am private pay and with all my expenses including \$600 in child support each month, \$340 for treatment is hard to meet and causes much worry for me.”

“Yes, Saturday groups. I work and have a family—very hard to make weekday groups. Also, begin dosing 15 minutes earlier.”

“Some kind of incentive for clients that only come one time per week, for example, I can’t go on vacation for more than five days because if you pick up carries once a week (six carries) you can’t get any extras for, say, a two-week trip. (Some vacation spots don’t have courtesy dosing). Also, maybe methadone pills for bi-monthly pick-up.”

“People who pay cash for services would be able to have payments reduced. \$400 a month is very hard for a person to come up with each month on top of all other bills that must be paid to survive monthly.”

“Keep sliding scale for payment.”

“I would like the counselors to eliminate the ‘tough love’ factor in their personalities. We don’t need drill sergeants. We need some compassion and empathy. I also don’t like the group sessions.”

***“Yes, Saturday groups.
I work and have a
family—very hard to
make weekday
groups.”***

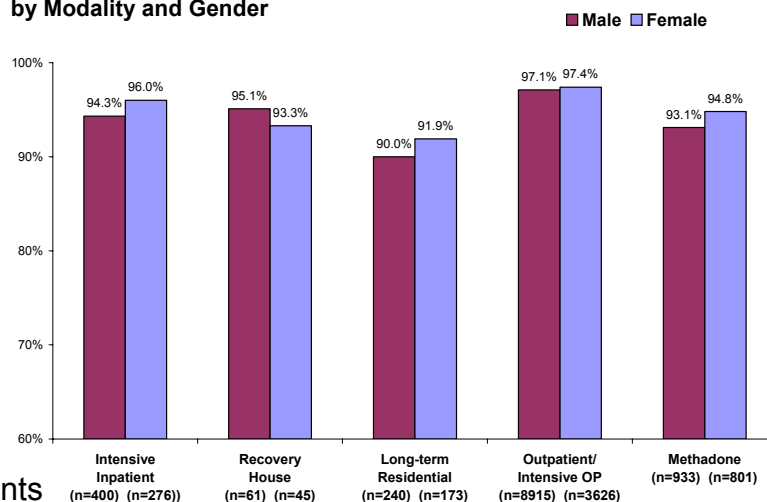
***Adult Patient Satisfaction in Community
Treatment Programs: Differences Between
Groups***

Did patient satisfaction differ between males and females?

Satisfaction with Service Received

In intensive inpatient, long-term residential, and methadone, the proportion of females reporting they were satisfied with the service they received was higher than that of males, although the difference was small, less than two percent.^{*} † In recovery house, the proportion of males reporting they were satisfied with the service they received was higher than that of females, although the difference was also small, less than two percent. In outpatient, the proportion of male and female patients reporting they were satisfied with the service they received was nearly equal.

Percent of Patients Satisfied with Service Received by Modality and Gender

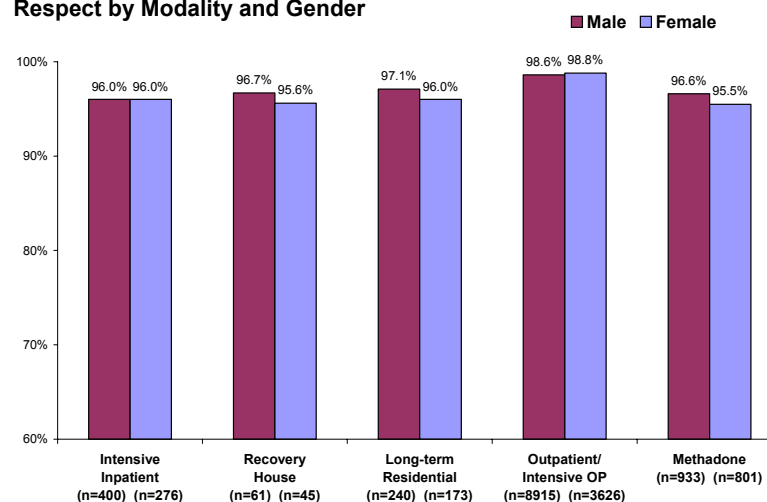


SOURCE: Table 2a, Appendix A.

Respect from Staff

The proportion of male and female patients reporting that staff treated them with respect was equal in intensive inpatient and almost equal in outpatient.[†] In recovery house, long-term residential, and methadone, the proportion of male patients reporting that staff treated them with respect was slightly higher than that of females, the difference being only one percent.[‡]

Percent of Patients Reporting that Staff Treated Them with Respect by Modality and Gender



SOURCE: Table 2a, Appendix A.

^{*} Included patients responding they were very or mostly satisfied with the service they received.

[†] Included patients responding staff treated them with respect all or some of the time.

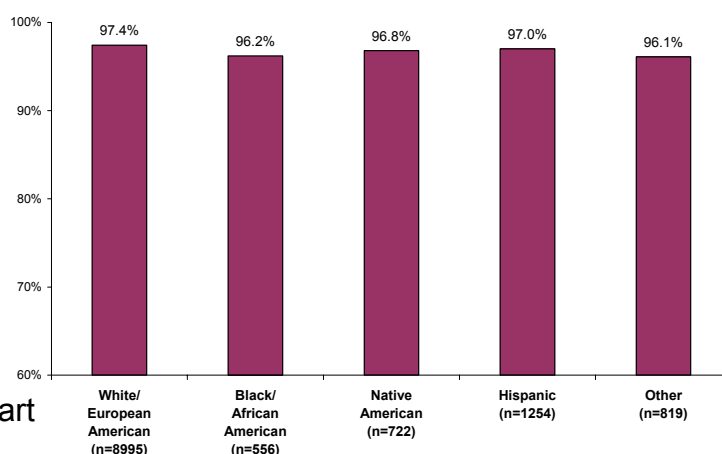
[‡] Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Did patient satisfaction vary among ethnic/racial groups?

Satisfaction with Service Received

When broken down by ethnic/racial groups, the number of patients in intensive inpatient, recovery house, long-term residential, and methadone did not allow for a fair comparison of this measure (see Table 2b, Appendix A). In outpatient programs where such a comparison can be made, the proportion of patients reporting they were satisfied with the service they received was similar across ethnic/racial groups (see chart on the right).^{* ‡}

Percent of Patients Satisfied with Service Received in Outpatient Treatment by Ethnicity/Race

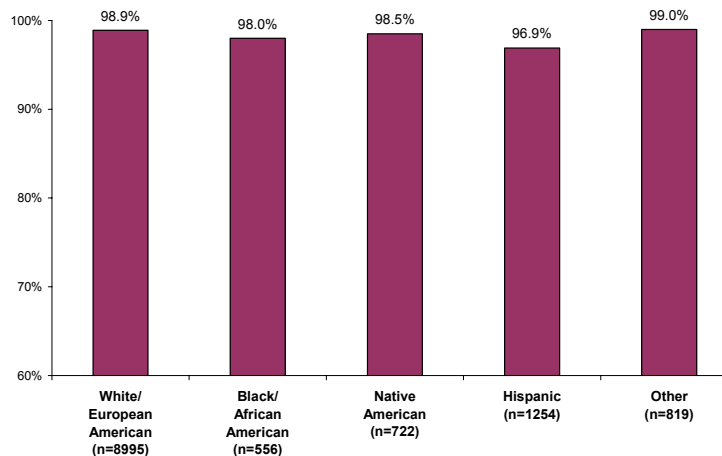


SOURCE: Table 2b, Appendix A.

Respect from Staff

Likewise, the number of patients in intensive inpatient, recovery house, long-term residential, and methadone did not allow for a fair comparison of this measure across ethnic/racial groups (see Table 2b, Appendix A). In outpatient programs where such a comparison can be made (see chart on the right), the proportion of patients reporting that staff treated them with respect was similar across ethnic/racial groups.^{† ‡}

Percent of Patients Reporting that Staff Treated Them with Respect in Outpatient Treatment by Ethnicity/Race



SOURCE: Table 2b, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

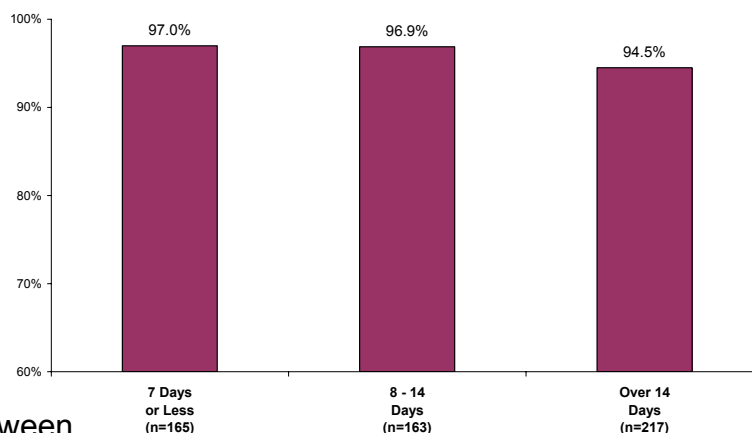
‡ For the purpose of this analysis, adult patients identifying themselves as Asian/Pacific Islander, multiracial, or as other ethnicity/race were grouped together as Other to obtain a more even distribution of cases across ethnic/racial groups in each treatment modality. Out of the 819 adults classified as Other, 296 identified themselves as Asian/Pacific Islander, 239 as multiracial, and 284 as other ethnicity/race.

Did patient satisfaction vary by length of stay in treatment?

Satisfaction with Service Received

In outpatient programs, the proportion of patients reporting they were satisfied with the service they received was very similar across varying lengths of stay in treatment (see Table 2c, Appendix A). Differences due to length of stay can be found in other modalities as in intensive inpatient (see chart on the right) where a small difference can be observed, in the proportion of patients reporting they were satisfied with the service they received, between longer-term patients, those staying over 14 days, and shorter-term patients, those staying 14 days or less.*

Percent of Patients Satisfied with Service Received by Length of Stay in Intensive Inpatient Treatment

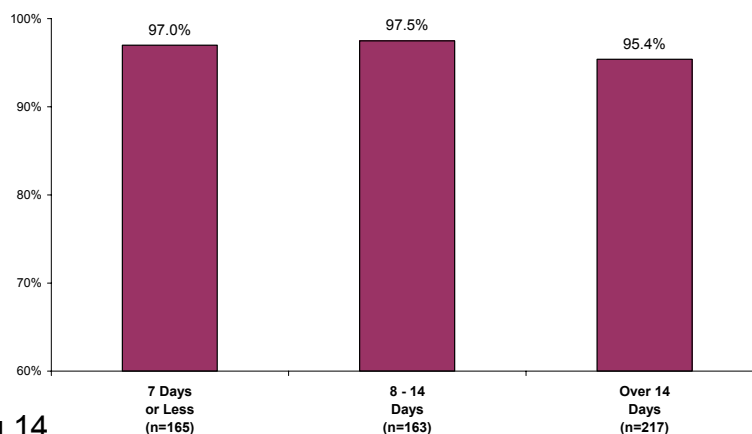


SOURCE: Table 2c, Appendix A.

Respect from Staff

The proportion of patients reporting that staff treated them with respect was very similar across varying lengths of stay in outpatient treatment (see Table 2c, Appendix A), and only small differences were apparent in other modalities. For example, in intensive inpatient (see chart on the right), there was a small difference in the proportion of patients reporting that staff treated them with respect between those staying for over 14 days and those staying 14 days or less.†

Percent of Patients Reporting that Staff Treated Them with Respect by Length of Stay in Intensive Inpatient Treatment



SOURCE: Table 2c, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

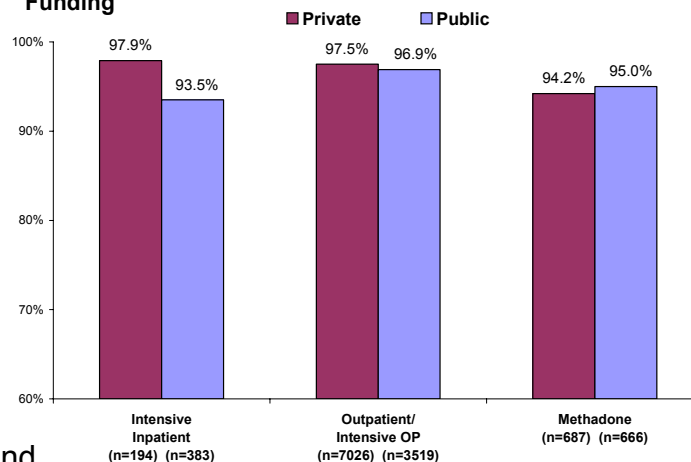
Did private pay and publicly funded patients differ in patient satisfaction?

Satisfaction with Service Received

The small number of private pays in recovery house and long-term residential did not allow for a fair comparison with publicly funded patients (see Table 2d, Appendix A).

Where valid comparisons can be made as the chart on the right would show, more private pays than publicly funded patients in intensive inpatient reported they were satisfied with the service they received, although the difference was less than five percent.* Private pays and publicly funded patients in outpatient and methadone showed very small differences in the proportion of those reporting they were satisfied with the service they received.†

Percent of Patients Satisfied with Service Received in Intensive Inpatient, Outpatient, and Methadone Programs by Funding

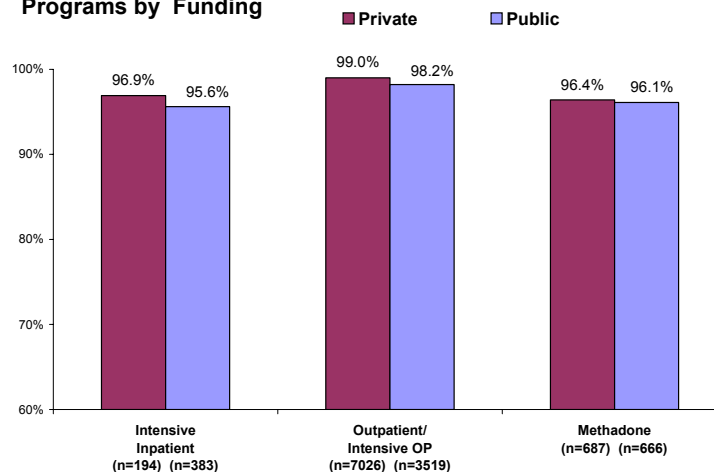


SOURCE: Table 2d, Appendix A.

Respect from Staff

Similarly, the small number of private pay patients in recovery house and long-term residential did not allow for a valid comparison with publicly funded patients. In intensive inpatient, outpatient, and methadone programs where valid comparisons can be made, private pays and publicly funded patients showed only very small differences in the proportion of patients reporting that staff treated them with respect.† ‡

Percent of Patients Reporting that Staff Treated Them with Respect in Intensive Inpatient, Outpatient, and Methadone Programs by Funding



SOURCE: Table 2d, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

‡ Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

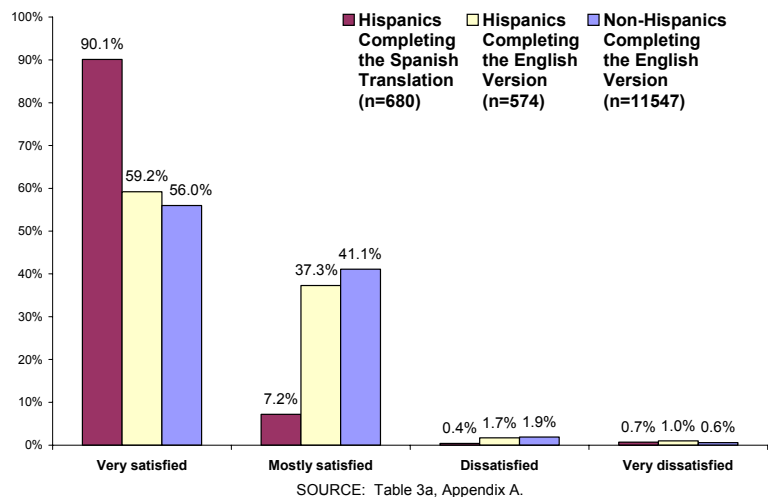
***English and Spanish Versions of the Adult
Patient Satisfaction Survey Compared***

Was there a difference in patient satisfaction between Hispanics who completed the Spanish translation and Hispanics and non-Hispanics who completed the English version of the survey?

Satisfaction with Service Received

The proportion of patients reporting they were very satisfied with the service they received was higher among Hispanic patients who completed the Spanish translation of the survey, 90 percent, than among Hispanics and non-Hispanics completing the English version of the survey, 59 percent and 56 percent respectively.*

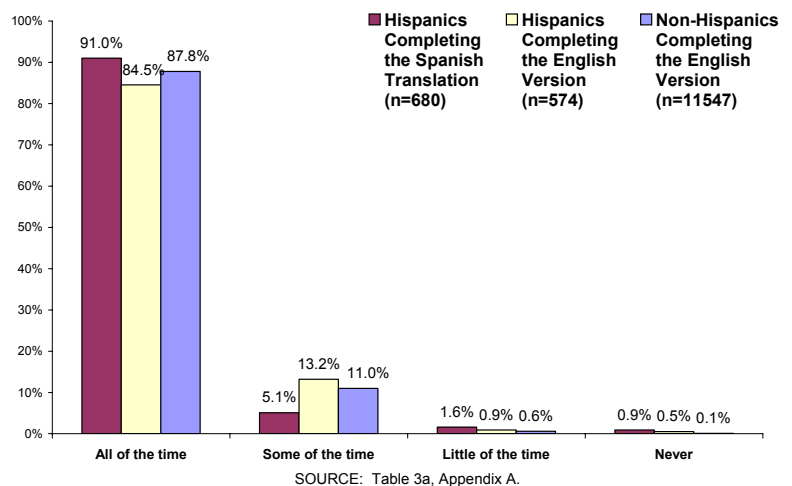
Q1. In an overall, general sense, how satisfied are you with the service you have received?



Respect from Staff

Ninety-one percent of adult Hispanic patients completing the Spanish translation of the survey reported that staff treated them with respect all of the time compared to 85 percent of Hispanics and 88 percent of non-Hispanics completing the English version of the survey.*

Q3. Would you say our staff treated you with respect?

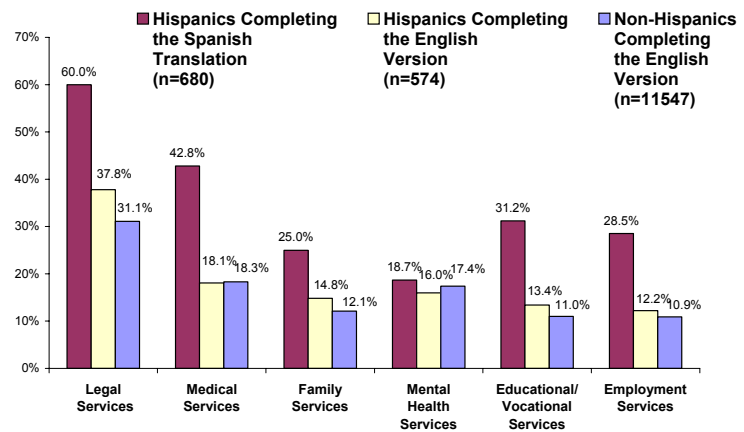


* The patients included in this analysis were those enrolled in adult community outpatient programs only.

Need for Services

Hispanic patients completing the Spanish translation of the survey appeared to have the highest proportion of patients reporting a need for services. Among Hispanics completing the Spanish translation, most were in need of legal services (60 percent), followed by medical services (43 percent), educational or vocational services (31 percent), employment services (29 percent), family services (25 percent), and mental health services (19 percent).*

Comparing Need for Services Among Hispanics Completing the Spanish Translation and Hispanics and Non-Hispanics Completing the English Version of the Survey

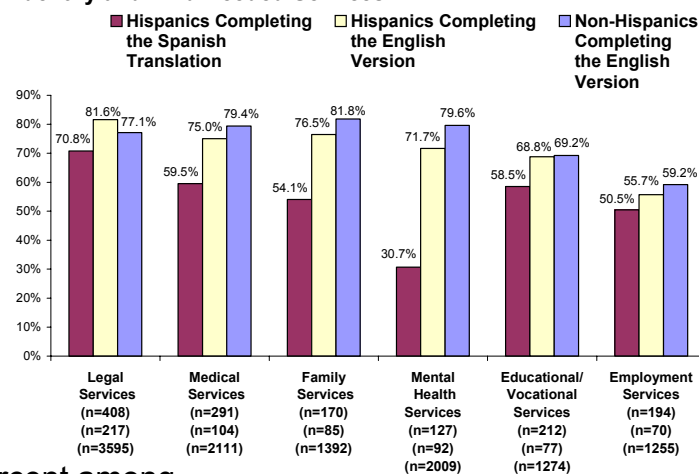


SOURCE: Table 3b, Appendix A.

Helpfulness of Treatment Program in Identifying and Finding Needed Services

Among those who reported a need for services, the proportion of patients reporting their program was helpful in assisting them to identify and find needed services was lowest among Hispanics completing the Spanish translation.*† For example, among those who needed legal services, 71 percent of Hispanics completing the Spanish translation reported that their program was helpful in assisting them to identify and find legal services compared to 82 percent among Hispanics and 77 percent among non-Hispanics completing the English version of the survey.

Comparing Patients Who Needed Services on their Ratings of Treatment Program's Helpfulness in Assisting Them to Identify and Find Needed Services



SOURCE: Table 3b, Appendix A.

* The patients included in this analysis were those enrolled in adult community outpatient programs only.

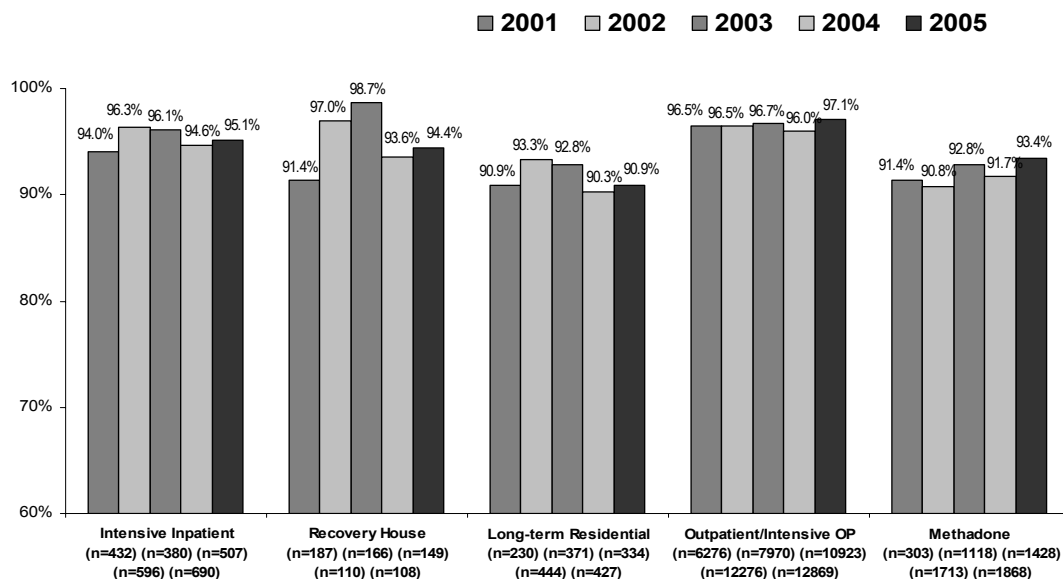
† Included patients responding their program was very helpful or somewhat helpful in assisting them to identify and find the services they needed.

***Five-Year Trend in Adult Patient Satisfaction
in Community Treatment Programs by
Modality***

Satisfaction with Service Received

- In intensive inpatient, long-term residential, outpatient, and methadone, the proportion of adult patients reporting they were satisfied with the service they received remained fairly stable over the last five years.^{* †}
- In recovery house programs, the proportion of adult patients reporting they were satisfied with the service they received peaked at nearly 99 percent in 2003 but remained at about the same level of 94 percent in 2004 and 2005.^{*}

Percent of Adult Patients in Community Treatment Programs Reporting They Were Satisfied with Service Received by Modality and Year



SOURCE: Tables 4a, 4b, 4c, 4d, and 4e, Appendix A.

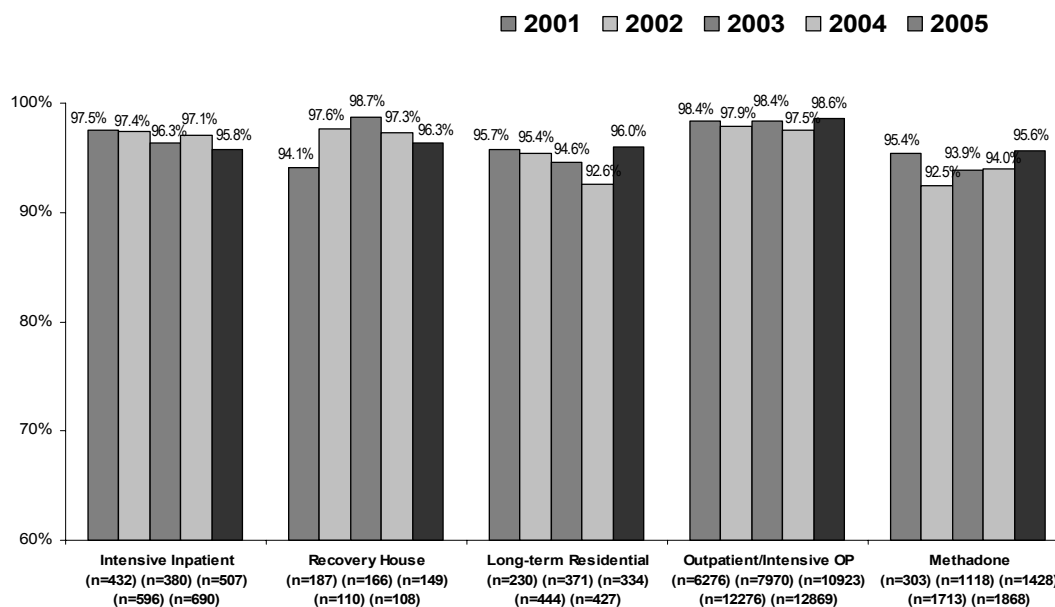
^{*} Included patients responding they were very or mostly satisfied with the service they received.

[†] Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey in 2001, 2002, 2003, 2004, and 2005.

Respect from Staff

- In long-term residential, the proportion of adult patients reporting that staff treated them with respect rose from 93 percent in 2004 to 96 percent in 2005 appearing to reverse a downward trend over the last four years.*
- In recovery house, the proportion of adult patients reporting that staff treated them with respect has continued to drop from 99 percent in 2003 to 96 percent in 2005.*
- In intensive inpatient, outpatient, and methadone, the proportion of adult patients reporting that staff treated them with respect remained fairly stable from 2001 through 2005 except for minor fluctuations.*†

Percent of Adult Patients in Community Treatment Programs Reporting that Staff Treated Them with Respect by Modality and Year



SOURCE: Tables 4a, 4b, 4c, 4d, and 4e, Appendix A.

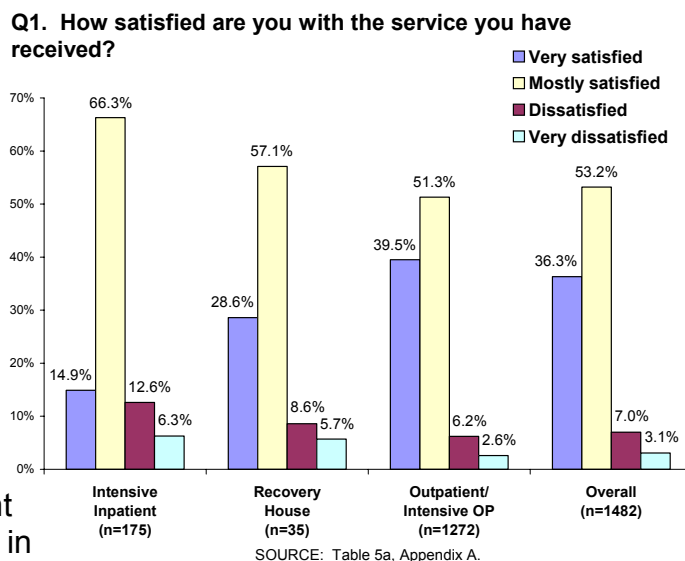
* Included patients responding staff treated them with respect all or some of the time.

† Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey in 2001, 2002, 2003, 2004, and 2005.

Youth Patient Satisfaction in Community Treatment Programs by Modality

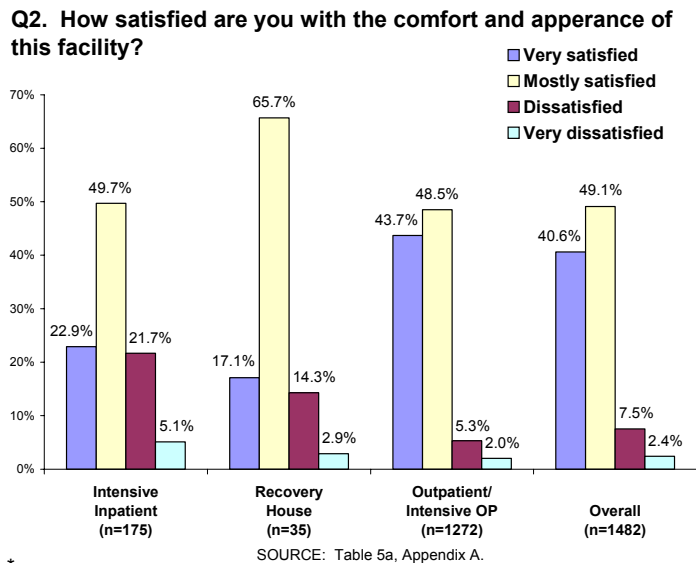
Satisfaction with Service Received

Overall, nearly 90 percent of youth patients in community treatment programs reported they were satisfied with the service they received with 36 percent saying they were very satisfied and 53 percent saying they were mostly satisfied. The proportion of youth patients saying they were very satisfied with the service they received was highest in outpatient, 40 percent, followed by 29 percent in recovery house and 15 percent in intensive inpatient.*



Satisfaction with Comfort and Appearance of Facility

Ninety percent of youth patients in community treatment programs reported they were satisfied with the comfort and appearance of their facility with 41 percent saying they were very satisfied and 49 percent saying they were mostly satisfied. Outpatient programs appeared to have the highest proportion of youth patients reporting they were very satisfied with the comfort and appearance of their facility, 44 percent, followed by 23 percent in intensive inpatient and 17 percent in recovery house.*

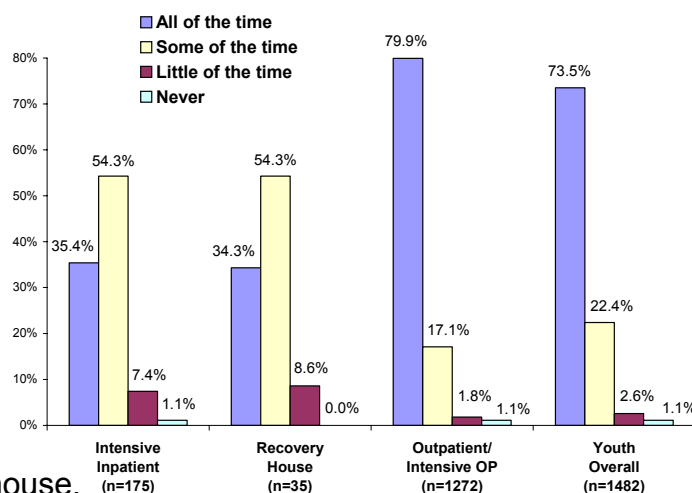


* This comparison should be viewed with caution since there were only 35 youth patients who completed the survey in participating community-based recovery house programs during the week of March 21, 2005.

Respect from Staff

Overall, 96 percent of youth patients in community treatment programs reported that staff treated them with respect with 74 percent saying that staff treated them with respect all of the time and 22 percent saying staff treated them with respect some of the time. In outpatient programs, 80 percent of youth patients reported that staff treated them with respect all of the time, while less than half of that reported the same in intensive inpatient and recovery house, 35 percent and 34 percent respectively.*

Q3. Would you say our staff treated you with respect?

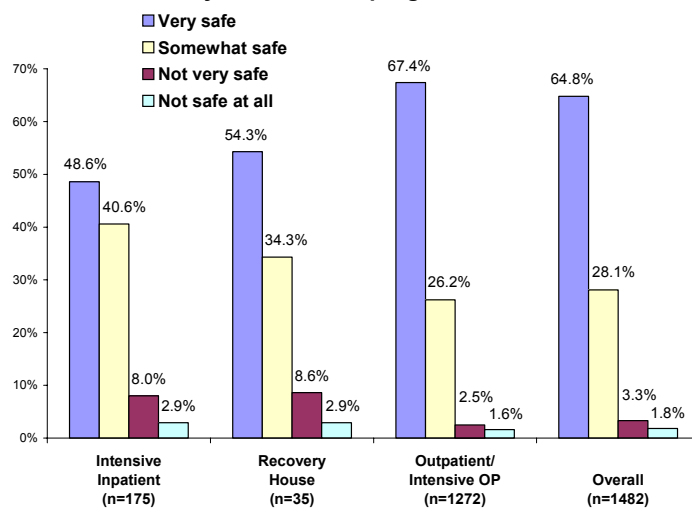


SOURCE: Table 5a, Appendix A.

Feeling Safe

Ninety-three percent of youth patients in community treatment programs reported they felt safe in their program with 65 percent saying they felt very safe and 28 percent saying they felt somewhat safe. The highest proportion of youth patients reporting they felt very safe was in outpatient, 67 percent, followed by 54 percent in recovery house and 49 percent in intensive inpatient.*

Q4. How safe do you feel in this program?



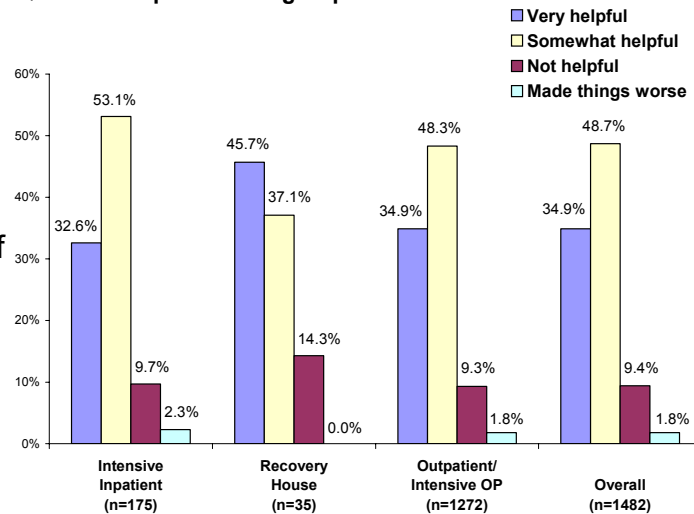
SOURCE: Table 5a, Appendix A.

* This comparison should be viewed with caution since there were only 35 youth patients who completed the survey in participating community-based recovery house programs during the week of March 21, 2005.

Helpfulness of Group Sessions

Overall, 84 percent of youth patients enrolled in community treatment programs rated group sessions as helpful with 35 percent saying they were very helpful and 49 percent saying they were somewhat helpful. The highest proportion of youth patients rating group sessions as very helpful was in recovery house, 46 percent, followed by 35 percent in outpatient and 33 percent in intensive inpatient.*

Q5. How helpful are the group sessions?

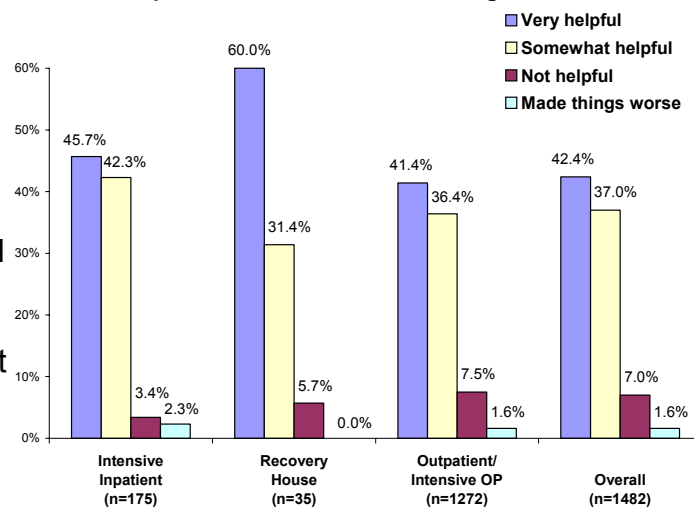


SOURCE: Table 5a, Appendix A.

Helpfulness of Individual Counseling

Overall, 79 percent of community youth patients rated individual counseling as helpful with 42 percent saying it was very helpful and 37 percent saying it was somewhat helpful. Sixty percent of youth patients in recovery house rated individual counseling as very helpful compared to 46 percent in intensive inpatient and 41 percent in outpatient.*

Q6. How helpful is the individual counseling?



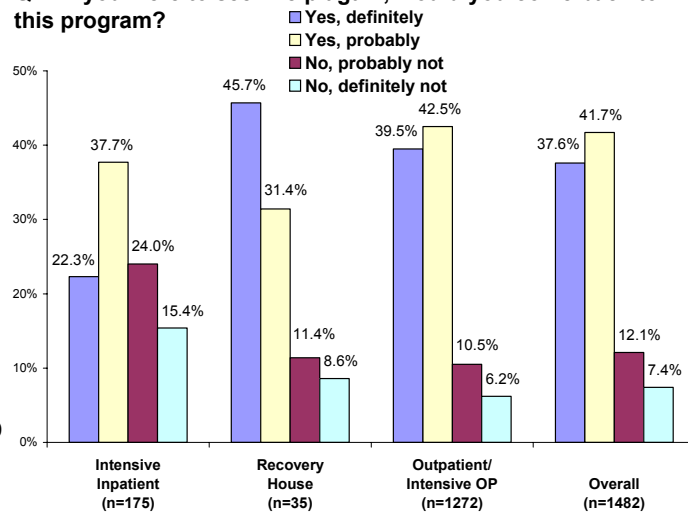
SOURCE: Table 5a, Appendix A.

* This comparison should be viewed with caution since there were only 35 youth patients who completed the survey in participating community-based recovery house programs during the week of March 21, 2005.

“...Would you come back to this program?”

Seventy-nine percent of youth patients in community treatment programs reported they would come back to the same program if they were to seek help again with almost 38 percent saying they would definitely come back and nearly 42 percent saying they would probably come back. In recovery house, 46 percent of youth patients reported they would definitely come back compared to 40 percent in outpatient and 22 percent in intensive inpatient.*

Q7. If you were to seek help again, would you come back to this program?



SOURCE: Table 5a, Appendix A.

* This comparison should be viewed with caution since there were only 35 youth patients who completed the survey in participating community-based recovery house programs during the week of March 21, 2005.

“What do you like about this program?”

Intensive Inpatient: Selected Responses

“I love this program. I don’t have a family, and people here make me feel so loved. The staff teaches me things and gives me advice I will use for the rest of my life.”

“That it is good for my recovery. I was not learning enough on the outs. I was just abusing, skipping school, ignoring family.”

“It is a safe place to be. Most of the time they try to keep you busy.”

“I love this program.

***I don’t have a
family, and people
here make me feel
so loved.”***

“I like that I have a counselor and that I can tell her anything. I love the food. I like how we get to watch movies on the weekends and have pop corn. I like how we get to sleep in until 8:00 a.m. on the weekends.”

“I like the staff, my counselor, being with all girls and not having to worry about my appearance. And how they don’t tell you how long you are going to be here.”

“I like that I have plenty of time, and the structure seems good. I appreciate a small amount of the staff’s obvious interest. I like that we get an opportunity to do school work, steps, dental care, and vision repair.”

“I like the lectures and the AA meetings because I get involved, and I can relate sometimes. In AA, I can express my feelings.”

“The TV lounge, counselors, sweat lodge, meals, off-unit activity, and knowing that I can have fun being sober.”

“I like that it has such a good support system, and it works.”

Recovery House: Selected Responses

“That we have a lot of free time. They give us money. We go to movies, golf course, bowling, etc. We can eat almost whenever we want. The help they give you is very good, and some of the staff are friendly and easy to talk to.”

“The length of time—I’ve been to three other treatments, and none of them gave me enough time to really get some clean time and make a plan.”

“I get to know who I am. I see what I never saw in my addiction. I’m alive, not dead in my addiction.”

“This program has helped me so much, and I’m very grateful for it. I mostly like the freedom of being myself.”

“Easy place to stay clean, meet people, get allowance. Easy-going people here. Weekends, movies, restaurants, etc.”

“I like the way the program is set up. It has helped me a lot and has changed the way I think, act, and talk. It has helped me find my way to life and myself.”

“The freedom and 20-minute walk a day. Able to go on outings, NA, and AA.”

“The help provided with open arms and the determination they have to help.”

“The fact that they bring young girls to get clean and sober.”

Outpatient/Intensive Outpatient Program: Selected Responses

“I like all of the education about drugs and alcohol that I’ve learned while being in this program. And all of the time, I have been clean and sober. I’ve learned a lot about myself and the things I’m capable of doing.”

“I didn’t expect the people to be as friendly as they were. When I came here, I got along with the group members immediately which surprised me ‘cause I was expecting to not get along with the members.”

“What I like about this program is that it teaches you how to cope with life without drugs/alcohol. It teaches you the effects drugs/alcohol have on the body and mind. Gives me support through my sobriety.”

“I like this program because the people are very nice and respectful, and they seem to understand every thing people are going through, and they help them to the fullest extent.”

***“That it prevents
me from relapsing
and gives me
helpful tools to stay
sober too.”***

“That it prevents me from relapsing and gives me helpful tools to stay sober too. It also gives me a place with kids like me to relate with.”

“You have someone to talk to, and you can talk about and solve problems that need to be solved.”

“What do you not like about this program?”

Intensive Inpatient: Selected Responses

“Being locked in, blackout period, limited phone calls, the beds, the rooms, separation from girls, primary counselor, how long I have to be here. It is too long. I don’t need it.”

“Free time, there is too much free time.”

“Not getting along with the staff, not understanding the program, too many rules, not much help from the staff or counselors.”

“I don’t like that the kids can do basically whatever they want and that they run this place.”

“All the people that just want to come here to get out of jail and don’t want to change.”

“The girls and boys not getting to chill with each other. We don’t get much to do around here. Too much rules, level system. We don’t get enough calls.”

“A lot of the time I feel that I’m not being heard. I don’t think that it is very clean, and I feel I’m being judged and spoken to as if I were less because I am an adolescent.”

*“A lot of the
time I feel that
I’m not being
heard.”*

“There is not enough physical activity. There should be longer phone calls, longer than once a week for five minutes, and we should have the right to call probation officer at any time.”

“The way you run the groups and the rules; the way staff is always on you. The food sucks, and we don’t get enough of it.”

Recovery House: Selected Responses

“How some staff treat me. They judge me for my past.”

“MRT is very, very hard for me, and I don’t like opening up to people very much. Also, the one-on-ones are really uncomfortable for me. It’s a trust issue.”

“The staff, the rooms, we can’t put things on walls. The levels. We should be able to smoke on the corner.”

“A lot of things, but mainly the building, the way it looks.”

“It is not very sanitary.”

“Me and a staff member don’t get along well.”

“Rules, but I just have to deal with them.”

“How pissy [*sic*] and irritable the staff can be; sometimes can be very disrespectful.”

“Not being able to see my family that much.”

“So far from home.”

Outpatient/Intensive Outpatient Program: Selected Responses

“There’s too many negative people who encourage each other not to give a damn.”

“That people are annoying, people are not really serious about their sobriety, and people come here high. The groups are boring.”

“The extreme problems of some people—don’t exactly understand why I am in the same group as, for example, chronic meth users.”

“How we have to come every week because gas prices are so high, and I’m coming from (name of city).”

“I think that the (name of agency) lacks confidentiality. Mostly, I feel uncomfortable with some of our receptionists and how they talk about things outside of work.”

***“Some of the
counselors are
gossipy.”***

“People say they are clean, but they are bullshitting.”

“I have had a few misunderstandings with info given.”

“Some of the counselors are too gossipy.”

“It’s not convenient and way too expensive.”

“Most of the rules and how long we got to go to the program.”

“The thing I don’t like about this program is that some of the activities are boring and don’t really help me. It takes up too much time and sleep away from the everyday busy schedule, too time-consuming, too long, it needs to be shorter, and less sessions a week.”

***Youth Patient Satisfaction in Community
Treatment Programs: Differences Between
Groups***

Did youth patient satisfaction differ between males and females?

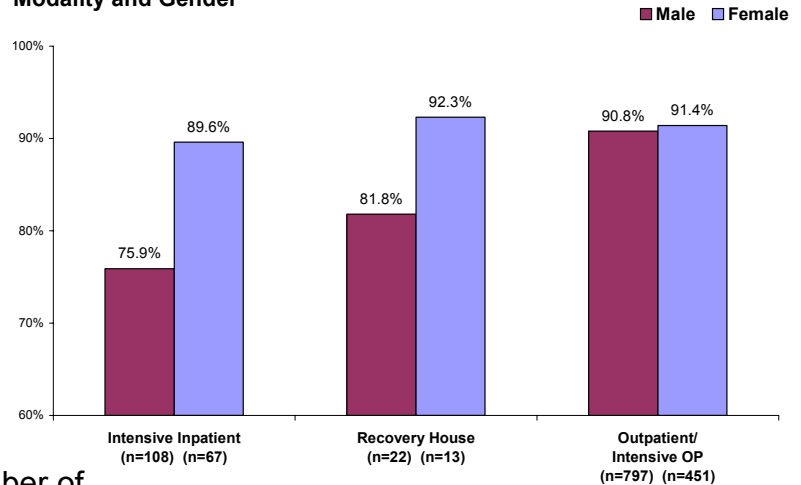
Satisfaction with Service Received

In intensive inpatient, the proportion of females reporting they were satisfied with the service they received was higher than that of males, 90 percent versus 76 percent.*

In recovery house, the proportion of females reporting they were satisfied with the service they received was higher than that of males, 92 percent compared to 82 percent, although this difference should be viewed with caution because of the small number of recovery house youth patients completing the survey.

In outpatient, the proportion of male and female youth patients reporting they were satisfied with the service they received was similar.

Percent of Youth Patients Satisfied with Service Received by Modality and Gender

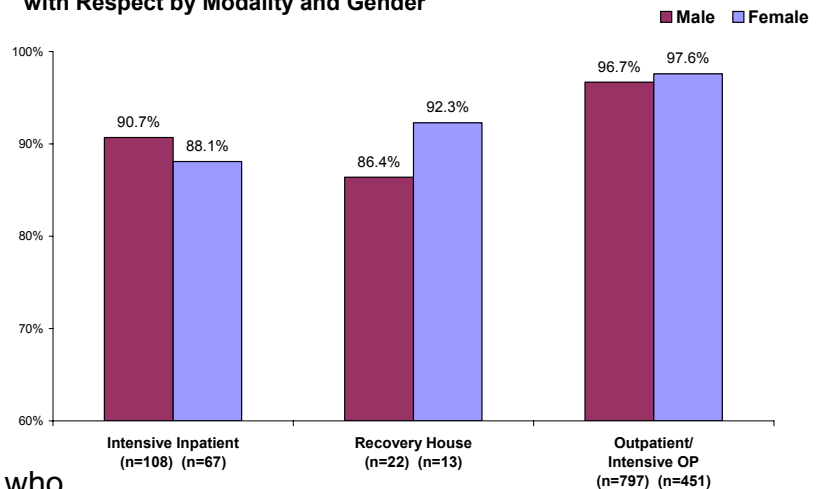


SOURCE: Table 6a, Appendix A.

Respect from Staff

In intensive inpatient, the proportion of males reporting that staff treated them with respect was higher than that of females, although the difference was small, less than five percent.† In recovery house, the proportion of females reporting that staff treated them with respect was higher than that of males, 92 percent versus 86 percent, although this difference should be viewed with caution since there were only 35 youth patients who completed the survey in this modality. In outpatient, the proportion of male and female youth patients reporting that staff treated them with respect was similar.

Percent of Youth Patients Reporting that Staff Treated Them with Respect by Modality and Gender



SOURCE: Table 6a, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

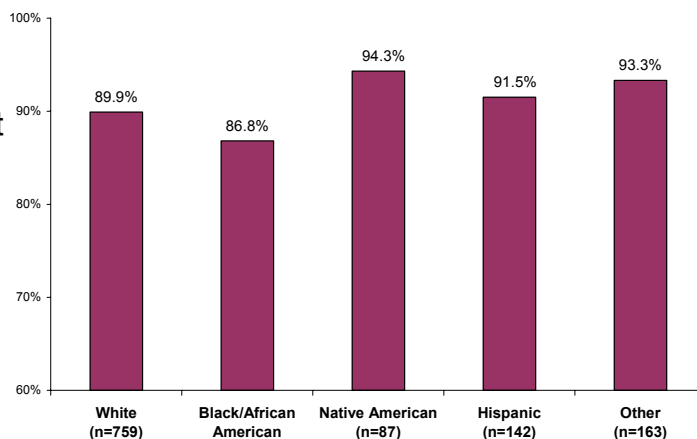
† Included patients responding staff treated them with respect all or some of the time.

Did youth patient satisfaction vary among ethnic/racial groups?

Satisfaction with Service Received

Intensive inpatient and recovery house did not yield sufficient number of cases when broken down by ethnicity/race to allow a fair comparison of this measure (see Table 6b, Appendix A). In outpatient where such a comparison can be made (see chart on the right), 87 percent of African-American youth patients reported they were satisfied with the service they received compared to 90 percent of Whites, 92 percent of Hispanics, 93 percent of youth of other ethnicity/race, and 94 percent of Native American youth.^{* ‡}

Percent of Youth Patients Satisfied with Service Received in Outpatient Treatment by Ethnicity/Race

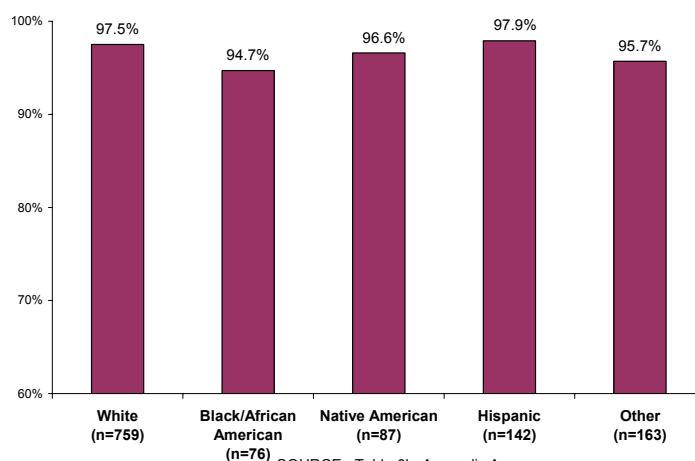


SOURCE: Table 6b, Appendix A.

Respect from Staff

Likewise, intensive inpatient and recovery house did not yield adequate number of cases to allow a fair comparison of this measure across ethnic/racial groups (see Table 6b, Appendix A). In outpatient where such a comparison was possible (see chart on the right), the proportion of youth patients saying that staff treated them with respect was similar across ethnic/racial groups.^{† ‡}

Percent of Youth Patients Reporting that Staff Treated Them with Respect in Outpatient Treatment by Ethnicity/Race



SOURCE: Table 6b, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

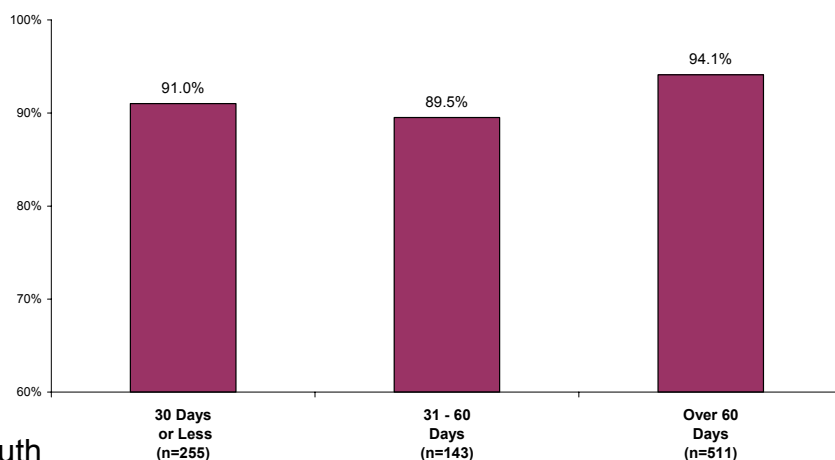
‡ For the purpose of this analysis, youth patients who identified themselves as Asian/Pacific Islander, multiracial, or as other ethnicity/race were grouped together as Other to obtain a more even distribution of cases across ethnic/racial groups in each treatment modality. Out of the 163 youth patients classified as Other in community outpatient programs, 52 patients identified themselves as Asian/Pacific Islander, 66 as multiracial, and 45 as other ethnicity/race.

Did youth patient satisfaction vary by length of stay in treatment?

Satisfaction with Service Received

The number of cases broken down by varying lengths of stay in intensive inpatient and recovery house was not adequate to make a comparison of this measure (see Table 6c, Appendix A). In outpatient, which yielded sufficient number of cases to permit such a comparison, a small difference can be observed, in the proportion of those reporting they were satisfied with the service they received, between longer-term youth patients, those staying for over 60 days, and shorter-term youth patients, those staying for 60 days or less (see chart on the right).*

Percent of Youth Patients Satisfied with Service Received by Length of Stay in Outpatient Treatment

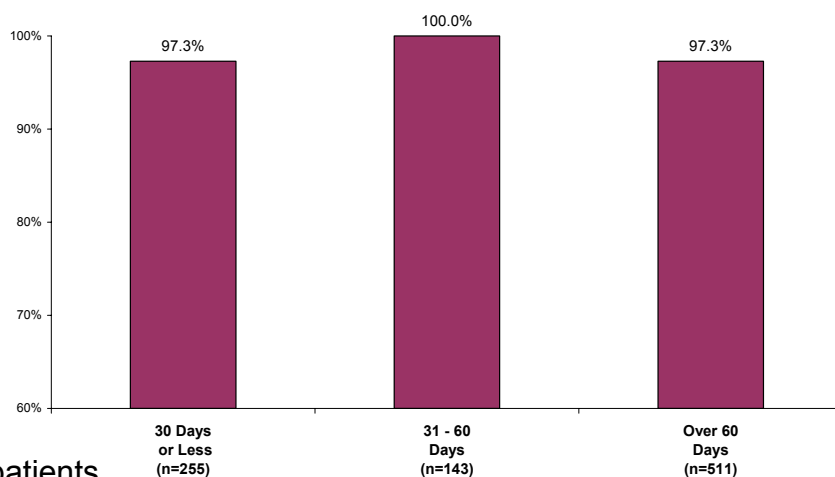


SOURCE: Table 6c, Appendix A.

Respect from Staff

Likewise, intensive inpatient and recovery house did not yield sufficient number of cases to allow a fair comparison of this measure across varying lengths of stay in treatment (see Table 6c, Appendix A). But in outpatient programs, where the number of cases was adequate to allow such a comparison, a small difference can be observed, in the proportion of those reporting that staff treated them with respect, between midterm youth patients, those staying for 31-60 days, and shorter- or longer-term youth patients, those staying for 30 days or less and those staying for over 60 days respectively (see chart on the right).†

Percent of Youth Patients Reporting that Staff Treated Them with Respect by Length of Stay in Outpatient Treatment



SOURCE: Table 6c, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

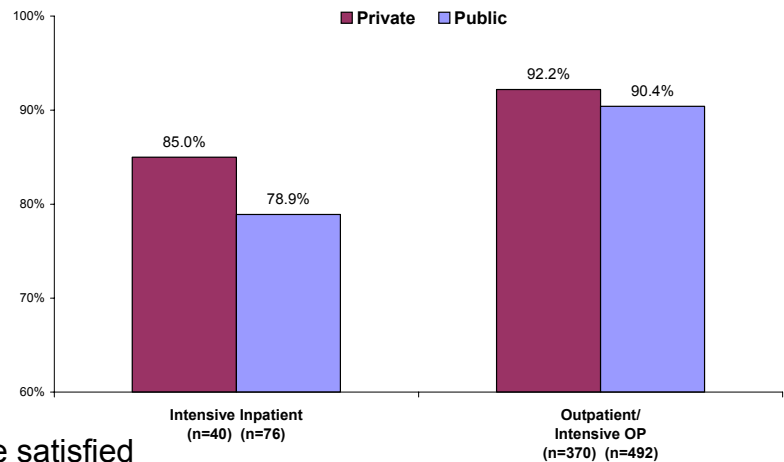
† Included patients responding staff treated them with respect all or some of the time.

Did private pay and publicly funded youth clients differ in patient satisfaction?

Satisfaction with Service Received

The very small number of private pay patients in recovery house did not allow for a fair comparison of this measure with publicly funded youth patients. In intensive inpatient, 85 percent of private pay youth patients reported they were satisfied with the service they received compared to 79 percent of publicly funded youth patients.* In outpatient programs, the proportion of private pay and publicly funded youth patients reporting they were satisfied with the service they received was similar.

Percent of Youth Patients Satisfied with Service Received in Intensive Inpatient and Outpatient Treatment by Funding

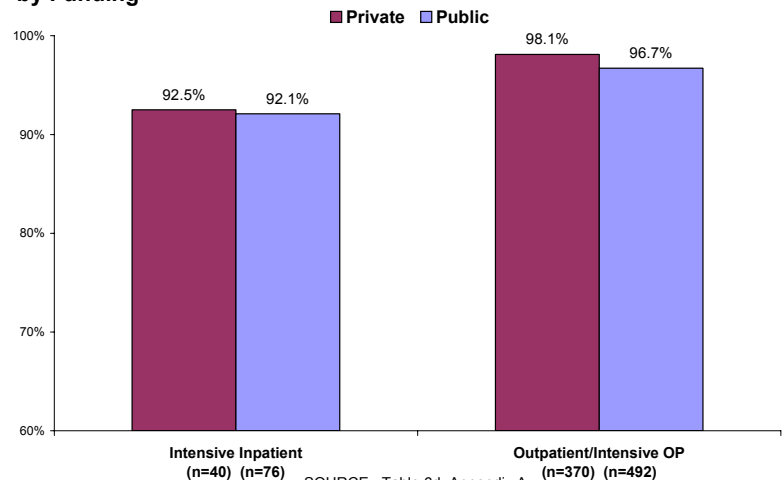


SOURCE: Table 6d, Appendix A.

Respect from Staff

Likewise, the number of private pay patients in recovery house was very small to allow a valid comparison of this measure with publicly funded clients. In intensive inpatient, the proportion of private pay and publicly funded youth patients reporting that staff treated them with respect was nearly equal. In outpatient, the proportion of private pay and publicly funded youth patients reporting that staff treated them with respect was similar.†

Percent of Youth Patients Reporting that Staff Treated Them with Respect in Intensive Inpatient and Outpatient Treatment by Funding



SOURCE: Table 6d, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

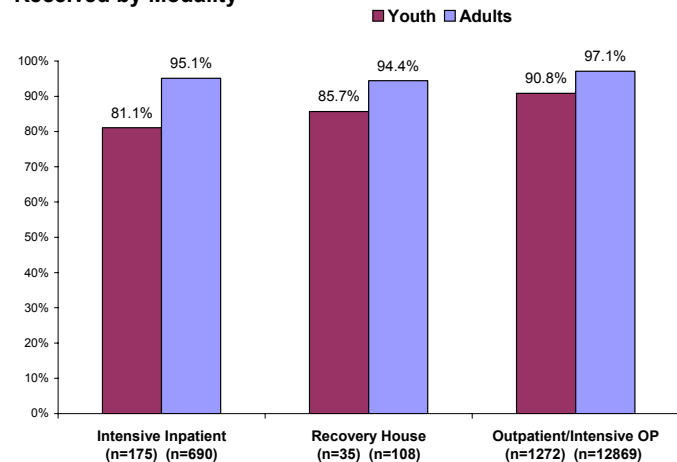
Youth and Adult Patient Satisfaction in Community Treatment Programs Compared

Was there a difference in patient satisfaction between youth and adults in community treatment programs?

Satisfaction with Service Received

Regardless of modality, the proportion of adult patients reporting they were satisfied with the service they received was higher than that of youth patients.* The difference between adults and youth was larger in intensive inpatient, 95 percent versus 81 percent, than in recovery house, 94 percent versus 86 percent, or in outpatient, 97 percent versus 91 percent.†

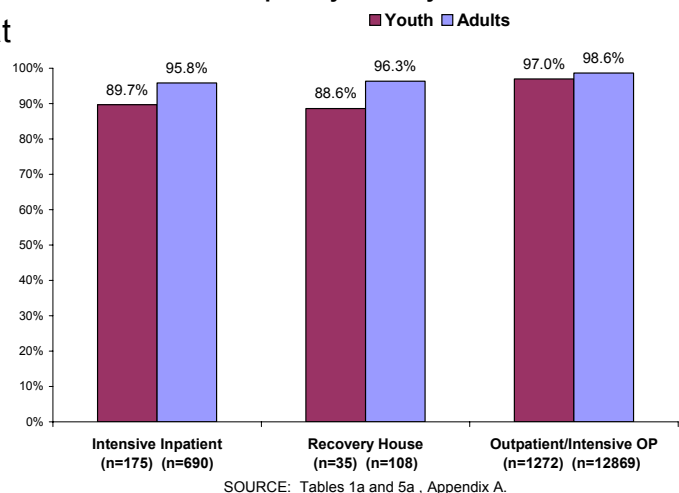
Percent of Youth and Adult Patients Satisfied with Service Received by Modality



Respect from Staff

Likewise, the proportion of adult patients reporting that staff treated them with respect was higher than that of youth patients regardless of modality.† The difference was larger in recovery house, 96 percent versus 89 percent, than in intensive inpatient, 96 percent versus 90 percent, or in outpatient, 99 percent versus 97 percent.‡

Percent of Youth and Adult Patients Reporting that Staff Treated Them with Respect by Modality



* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

‡ The comparison with recovery house should be viewed with caution since there were only 35 youth patients who completed the survey in participating community-based recovery house programs during the week of March 21, 2005.

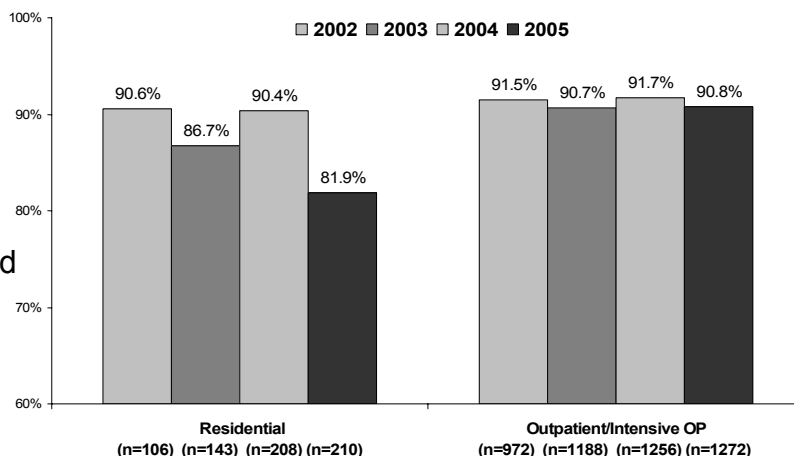
***Four-Year Trend in Youth Patient
Satisfaction in Community Treatment
Programs by Modality***

The responses of youth patients in intensive inpatient and recovery house were combined in a single “residential” category in order to keep confidential the identity of the one youth recovery house program participating in 2003.

Satisfaction with Service Received

In residential programs, the proportion of youth patients reporting they were satisfied with the service they received declined from 90 percent in 2004 to 82 percent in 2005.* In outpatient programs, the proportion of youth patients reporting they were satisfied with the service they received fluctuated between 90 percent and 92 percent over the four-year period.

Percent of Youth Patients Reporting They Were Satisfied with Service Received in Community Residential and Outpatient Treatment Programs by Year

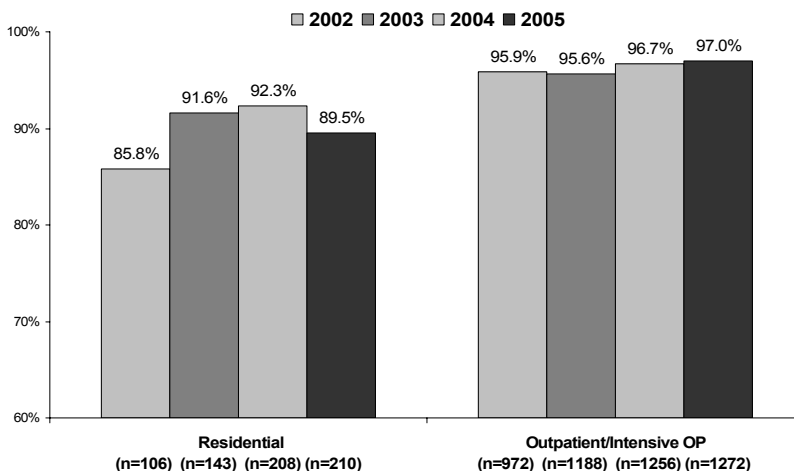


SOURCE: Tables 7a and 7b, Appendix A.

Respect from Staff

In residential programs, the proportion of youth patients reporting that staff treated them with respect moved upwards from 86 percent in 2002 to 92 percent in 2004 but dropped to 90 percent in 2005.† In outpatient programs, the proportion remained at similar levels over the four-year period.

Percent of Youth Patients Reporting that Staff Treated Them with Respect in Community Residential and Outpatient Treatment Programs by Year



SOURCE: Tables 7a and 7b, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

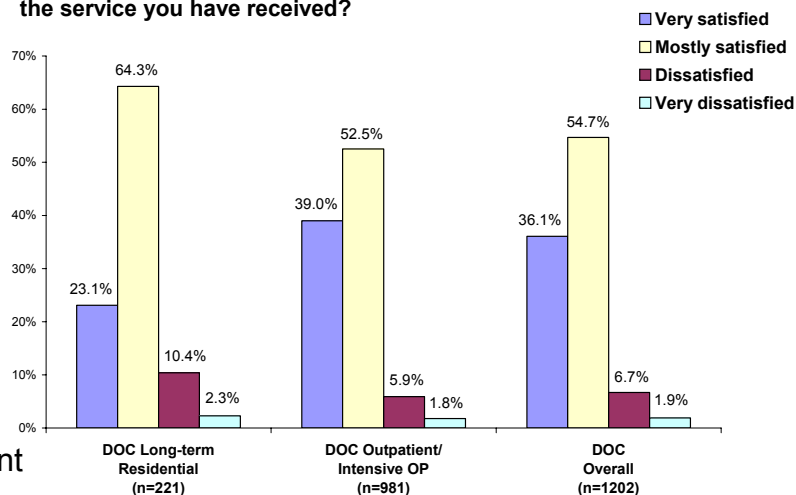
Part 2: Correctional Treatment Programs

Patient Satisfaction in Department of Corrections (DOC) Treatment Programs by Modality

Satisfaction with Service Received

Overall, 91 percent of patients in DOC chemical dependency treatment programs reported they were satisfied with the service they received with 36 percent saying they were very satisfied and 55 percent saying they were mostly satisfied. DOC outpatient programs had a higher proportion of patients reporting they were very satisfied with the service they received, 39 percent compared to 23 percent in DOC long-term residential.

Q1. In an overall, general sense, how satisfied are you with the service you have received?

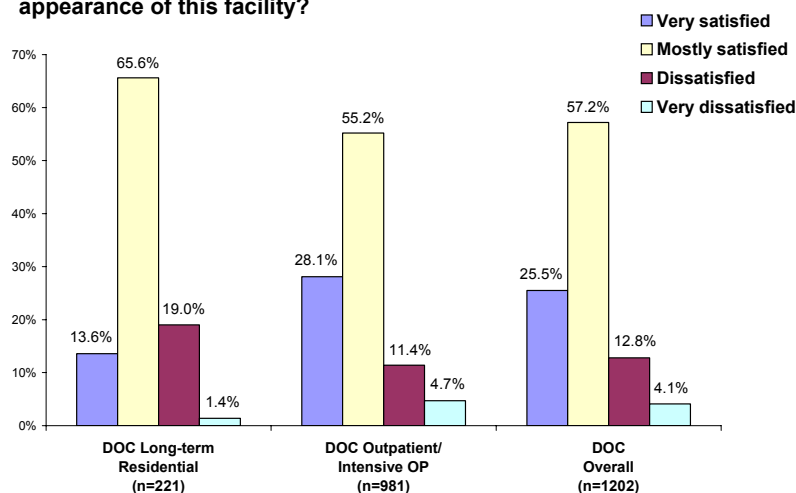


SOURCE: Table 8a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

DOC treatment programs take place in an institutional environment. When asked to rate their satisfaction with the comfort and appearance of their treatment facility, eighty-three percent of DOC patients reported they were satisfied with the comfort and appearance of their facility with 26 percent saying they were very satisfied and 57 percent saying they were mostly satisfied. The proportion of patients reporting they were very satisfied with the comfort and appearance of their facility was higher in DOC outpatient programs than in DOC long-term residential programs, 28 percent versus 14 percent.

Q2. In general, how satisfied are you with the comfort and appearance of this facility?

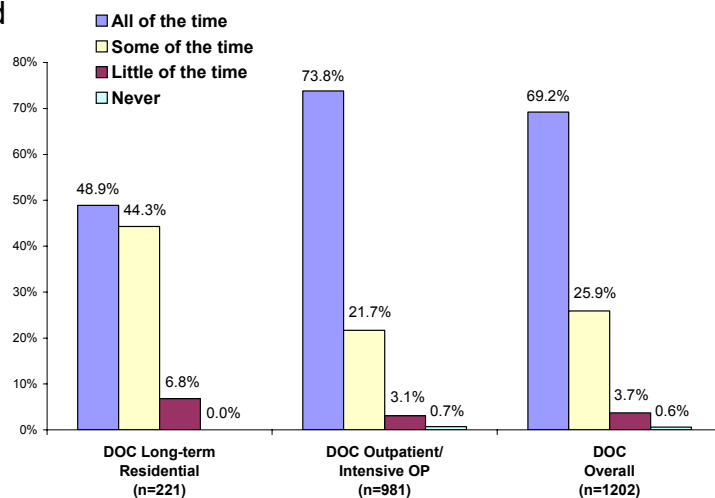


SOURCE: Table 8a, Appendix A.

Respect from Staff

Ninety-five percent of DOC patients reported that staff treated them with respect with 69 percent saying staff treated them with respect all of the time and 26 percent saying staff treated them with respect some of the time. In DOC outpatient programs, 74 percent of patients reported that staff treated them with respect all of the time compared to 49 percent in DOC long-term residential.

Q3. Would you say our staff treated you with respect?

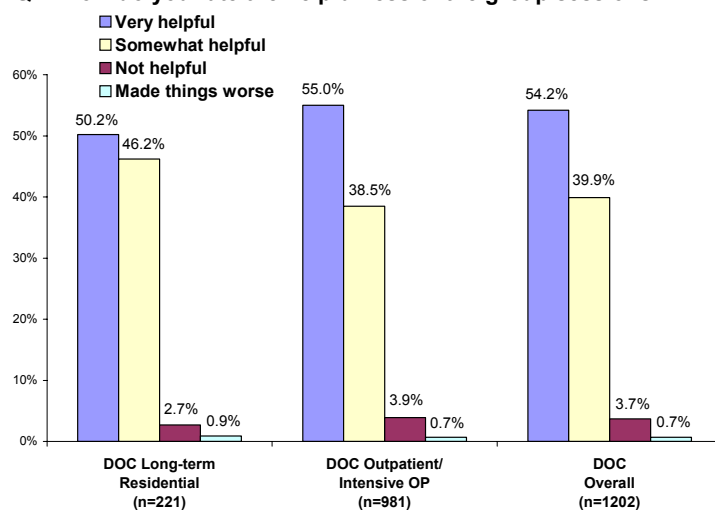


SOURCE: Table 8a, Appendix A.

Helpfulness of Group Sessions

Overall, 94 percent of DOC patients rated the group sessions as helpful with 54 percent saying they were very helpful and 40 percent saying they were somewhat helpful. In DOC outpatient programs, 55 percent of patients rated the the group sessions as very helpful compared to 50 percent in DOC long-term residential.

Q4. How do you rate the helpfulness of the group sessions?

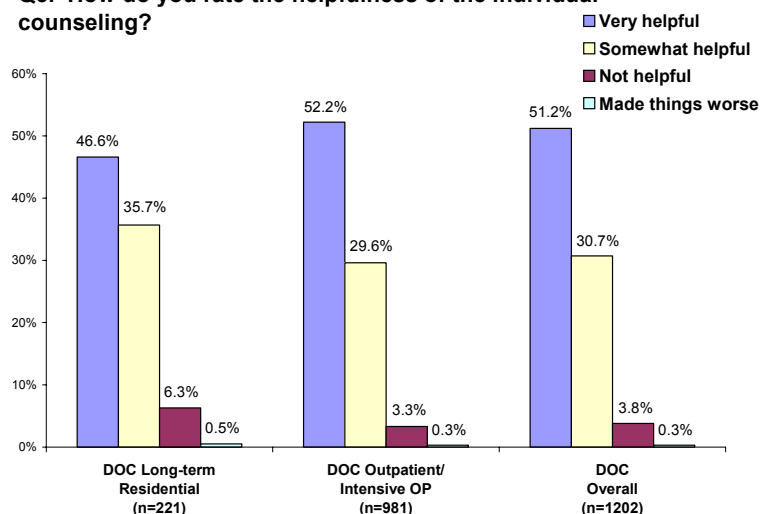


SOURCE: Table 8a, Appendix A.

Helpfulness of Individual Counseling

Eighty-two percent of DOC patients rated individual counseling as helpful with 51 percent saying it was very helpful and 31 percent saying it was somewhat helpful. A higher proportion of patients in DOC outpatient programs rated individual counseling as very helpful than in DOC long-term residential, 52 percent versus 47 percent.

Q5. How do you rate the helpfulness of the individual counseling?

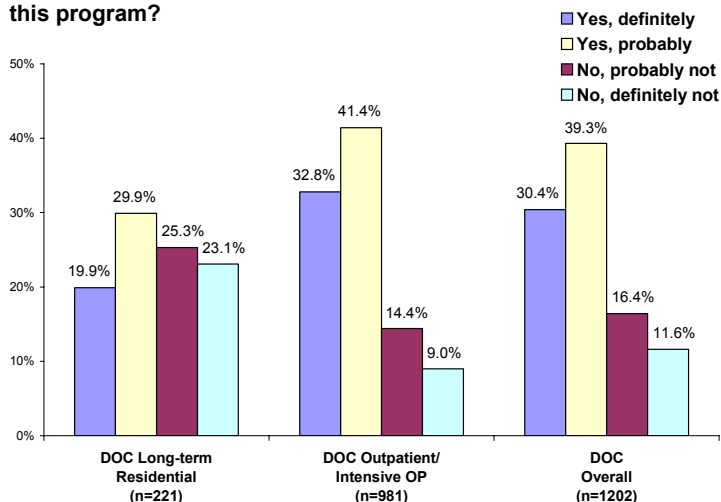


SOURCE: Table 8a, Appendix A.

“...Would you come back to this program?”

The DOC provides treatment programs to offenders in a highly supervised, institutional setting. When asked if they would come back to the same treatment program if they were to seek help again, nearly seventy percent of DOC patients reported they would come back to the same program with 30 percent saying they would definitely come back and 39 percent saying they would probably come back. In DOC outpatient programs, 33 percent of patients reported they would definitely come back to the same program compared to 20 percent in DOC long-term residential.

Q6. If you were to seek help again, would you come back to this program?

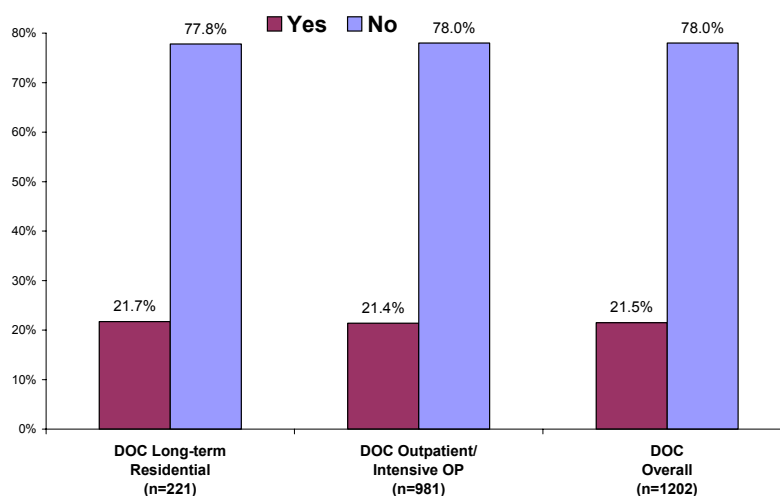


SOURCE: Table 8a, Appendix A.

Need for Legal Services

Overall, 22 percent of offenders enrolled in DOC treatment programs reported they needed legal services.* The proportion of DOC offenders needing legal services in long-term residential and outpatient was nearly equal.

Q7. Did you need legal services?

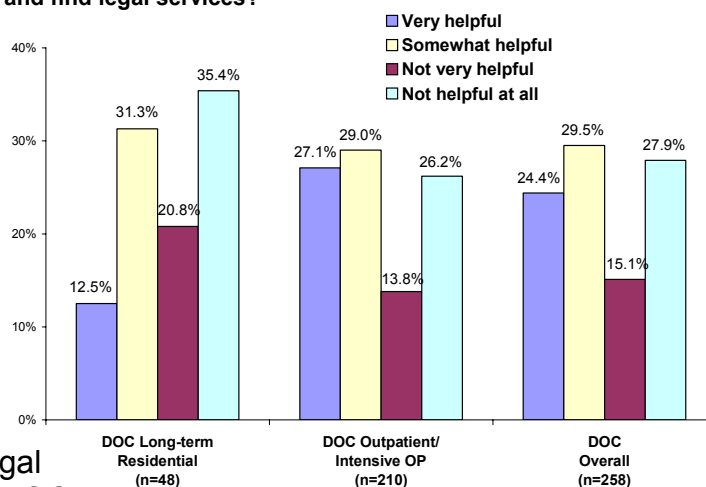


SOURCE: Table 8b, Appendix A.

Helpfulness in Identifying and Finding Legal Services

Overall, 54 percent of DOC patients who needed legal services rated their program as helpful in assisting them to identify and find legal services with 24 percent saying their program was very helpful and 30 percent saying their program was somewhat helpful. Among offenders who needed legal services, 27 percent of those in DOC outpatient programs rated their program as very helpful in assisting them to identify and find legal services compared to 13 percent in DOC long-term residential.

Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?



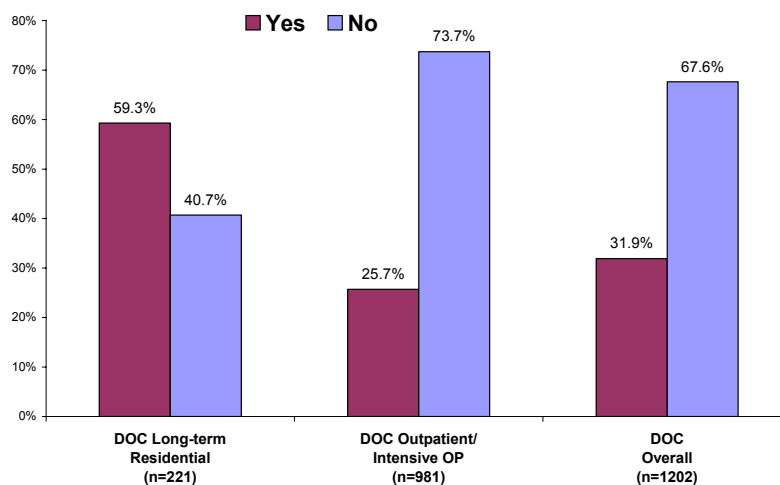
SOURCE: Table 8b, Appendix A.

* Offenders participating in DOC treatment programs are involved with the criminal justice system and may be expressing a need for legal services beyond the ability of the contracted CD treatment provider to address. Treatment staff is required to redirect offenders to their DOC counselor for assistance.

Need for Medical Services

Overall, 32 percent of DOC patients reported they needed medical services. Offenders enrolled in DOC long-term residential had a higher proportion of those needing medical services, 59 percent compared to 26 percent in DOC outpatient.

Q8. Did you need medical services?

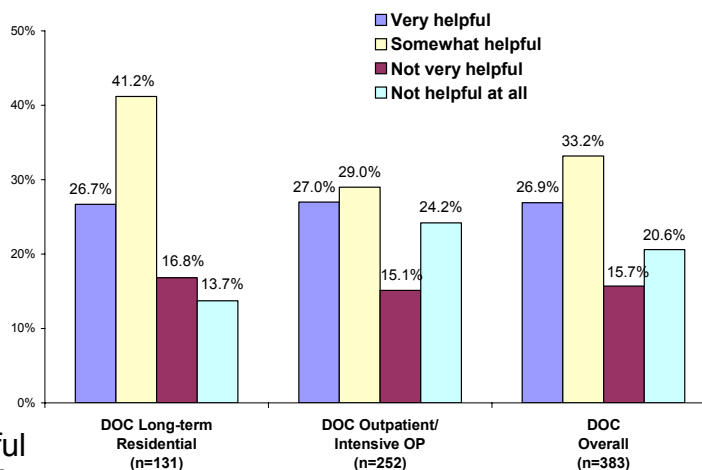


SOURCE: Table 8b, Appendix A.

Helpfulness in Identifying and Finding Medical Services

Sixty percent of DOC patients needing medical services reported their program was helpful in assisting them to identify and find medical services with 27 percent saying their program was very helpful and 33 percent saying their program was somewhat helpful.* Among those who needed these services, the proportion of offenders who rated their program as very helpful in assisting them to identify and find medical services was similar across the two modalities.

Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?



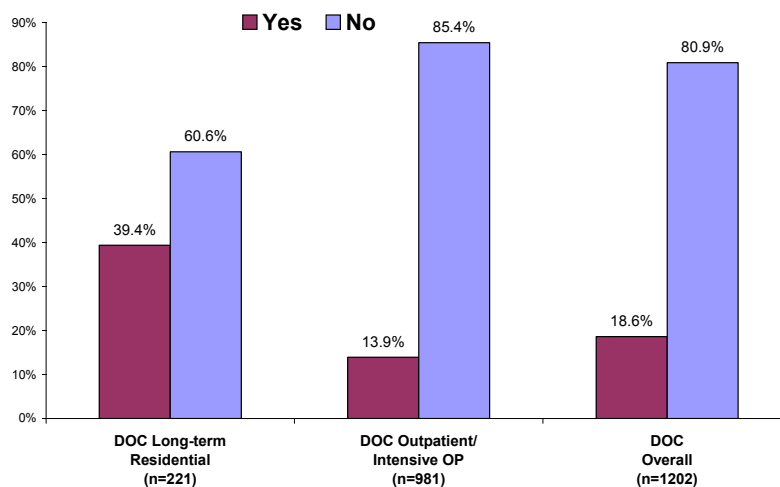
SOURCE: Table 8b, Appendix A.

* The DOC provides medical services to incarcerated offenders at the direction of DOC policy and medical staff. Offenders in the community are not eligible for DOC-funded medical services and, hence, are directed to publicly or privately funded resources as available.

Need for Family Services

Overall, 19 percent of DOC patients reported a need for family services.* DOC long-term residential programs had a higher proportion of offenders reporting a need for family services, 39 percent compared to 14 percent in DOC outpatient.

Q9. Did you need family services?

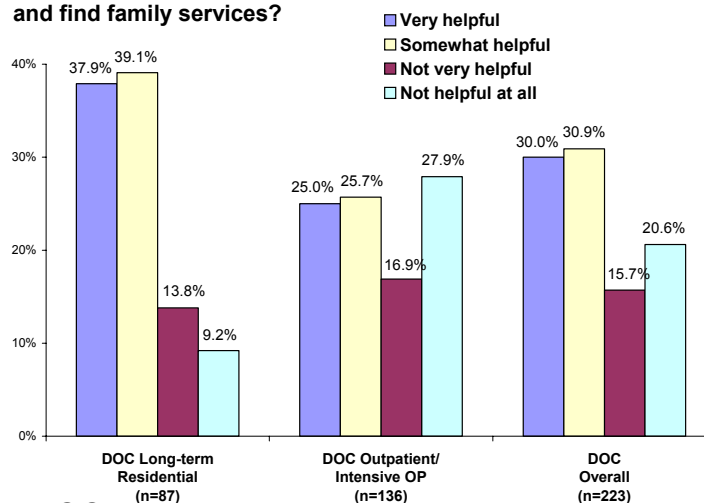


SOURCE: Table 8b, Appendix A.

Helpfulness in Identifying and Finding Family Services

Of those needing family services, 61 percent reported their program was helpful in assisting them to identify and find family services with nearly equal percentages of patients saying their program was very helpful and somewhat helpful. Among those who needed these services, 38 percent of offenders in DOC long-term residential rated their program as very helpful in assisting them to identify and find family services compared to 25 percent in DOC outpatient programs.

Q9a. IF YES, how helpful were we in assisting you to identify and find family services?



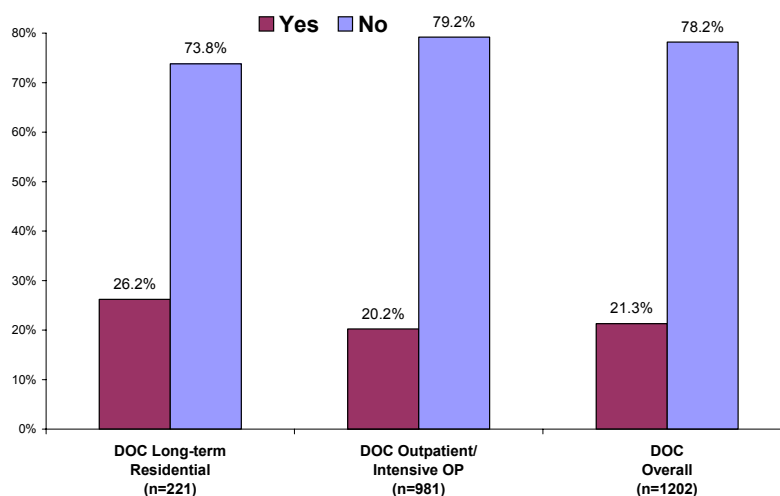
SOURCE: Table 8b, Appendix A.

* Incarcerated offenders are separated from their families by nature of their circumstance. Those in the community have often lost contact with family due to criminal activity.

Need for Mental Health Services

Twenty-one percent of offenders in DOC treatment programs reported a need for mental health services. Twenty-six percent of patients in DOC long-term residential reported a need for mental health services compared to 20 percent in DOC outpatient programs.

Q10. Did you need mental health services?

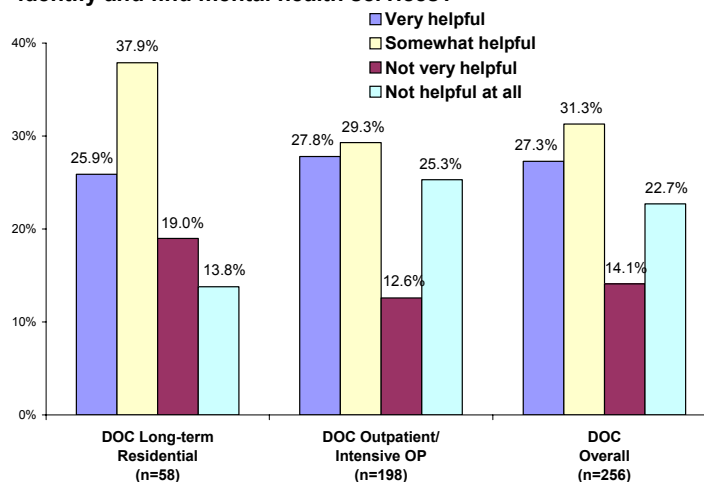


SOURCE: Table 8b, Appendix A.

Helpfulness in Identifying and Finding Mental Health Services

Of those who needed mental health services, nearly 59 percent rated their program as helpful in assisting them to identify and find mental health services with 27 percent saying their program was very helpful and 31 percent saying their program was somewhat helpful.* In DOC outpatient programs, 28 percent of offenders who needed mental health services rated their program as very helpful in assisting them to identify and find mental health services, while a similar proportion of offenders, 26 percent, did so in DOC long-term residential.

Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?



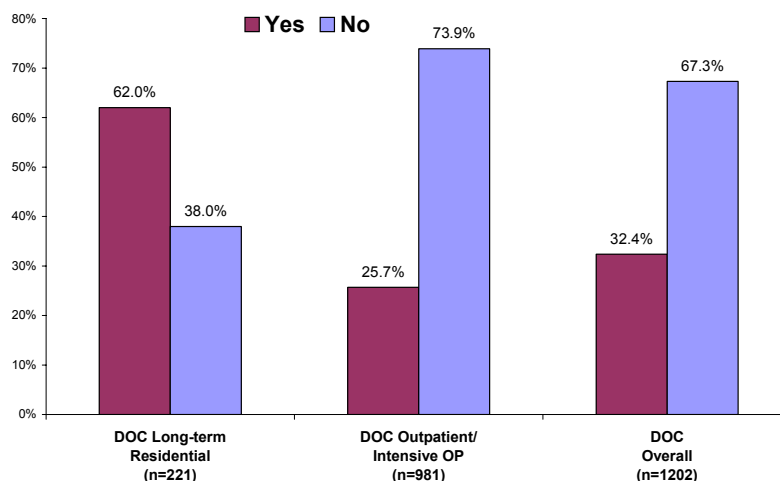
SOURCE: Table 8b, Appendix A.

* The DOC is limited to providing mental health services to incarcerated offenders only.

Need for Educational or Vocational Services

Overall, 32 percent of DOC patients reported they needed educational or vocational services. In DOC long-term residential, 62 percent of offenders expressed a need for educational or vocational services compared to 26 percent in DOC outpatient programs.

Q11. Did you need educational or vocational services?

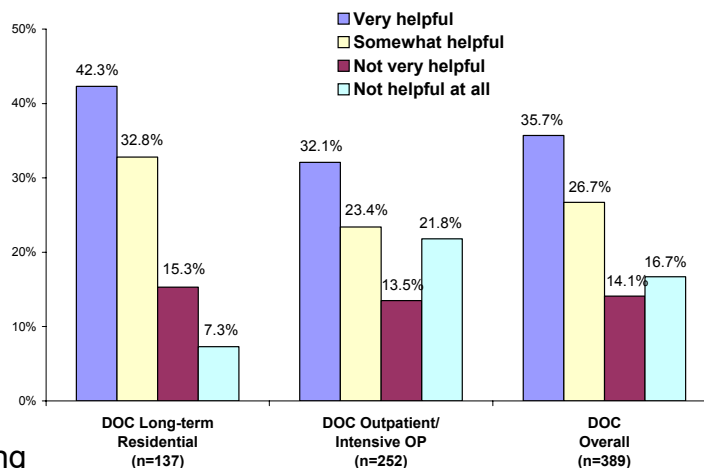


SOURCE: Table 8b, Appendix A.

Helpfulness in Identifying and Finding Educational or Vocational Services

Among those who needed educational or vocational services, 63 percent reported their program was helpful in assisting them to identify and find these services with 36 percent saying their program was very helpful and 27 percent saying their program was somewhat helpful.* Among those who needed these services, 42 percent of offenders in DOC long-term residential rated their program as very helpful in assisting them to identify and find educational or vocational services compared to 32 percent of offenders in DOC outpatient programs.

Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?



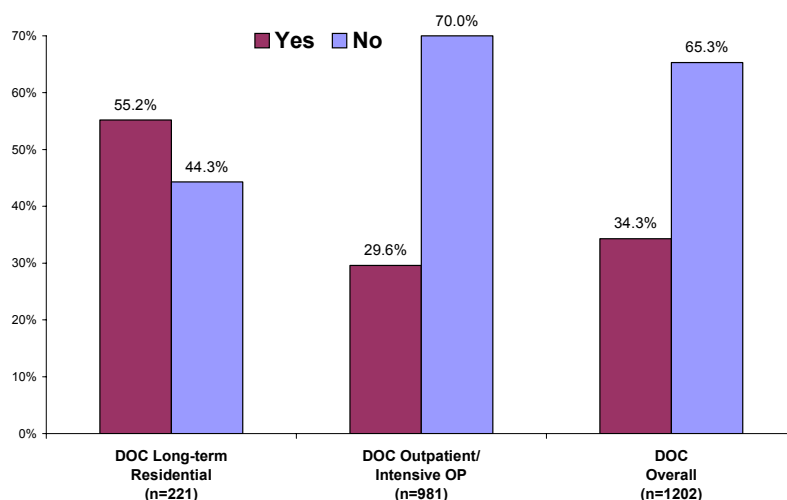
SOURCE: Table 8b, Appendix A.

* Offenders are referred to educational and vocational programs during their incarceration as per DOC policy.

Need for Employment Services

Overall, 34 percent of offenders in DOC treatment programs reported a need for employment services. In DOC long-term residential, 55 percent of offenders reported a need for employment services compared to 30 percent in DOC outpatient.

Q12. Did you need employment services?

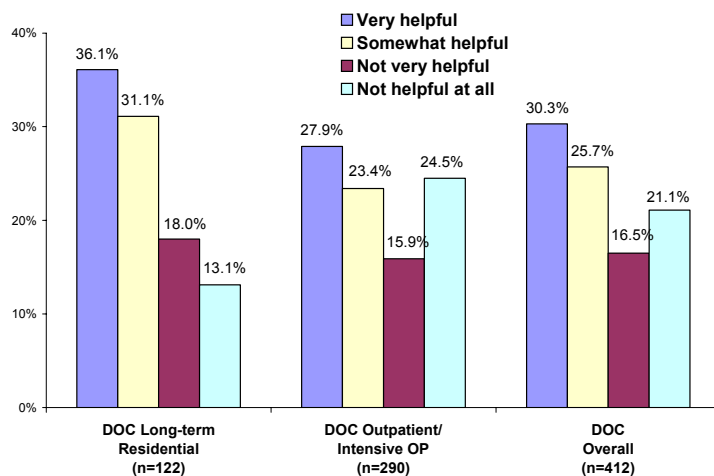


SOURCE: Table 8b, Appendix A.

Helpfulness in Identifying and Finding Employment Services

Among those who needed employment services, 56 percent rated their program as helpful in assisting them to identify and find employment services with 30 percent saying their program was very helpful and 26 percent saying their program was somewhat helpful. Among those who needed these services, 36 percent of offenders in DOC long-term residential rated their program as very helpful in assisting them to identify and find employment services as opposed to 28 percent of offenders in DOC outpatient programs.*

Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?



SOURCE: Table 8b, Appendix A.

* Jobs are available to all participants during treatment; however, some offenders, understandably so, are less likely to take advantage of employment options during the intensive early phase of long-term residential treatment. Those progressing to subsequent or later phases of treatment are increasingly eligible for work programs and, in some cases, have jobs reserved exclusively for them as an incentive for progress made in treatment.

“What do you like about this program?”

Long-term Residential: Selected Responses

“I like the fact that it has helped me to get a better understanding of my life by showing me where I was co-dependent, where I need to set my boundaries in my life after treatment. It has given me the tools I will need to remain out of prison with my children.”

“The options available in education. The credits granted upon completion and the treatment offered.”

“That I’m learning how to get up in the morning and go all day without the aid of chemicals or criminal thinking. I liked the AIDS awareness and all the info provided, and I’m still new in the program and not sure what I think about it.”

***“That I’m learning
to get up in the
morning and go all
day without the aid
of chemicals or
criminal thinking.”***

“The intensity of it. And the tools we learn to live in recovery. I believe the most helpful classes offered are the ‘Thinking for Change’ and ‘Criminal Thinking Errors’ classes because correcting our behaviors begins with our thoughts.”

“The way the counselors get us to work together as a group. Also, the SD groups are very helpful in nourishing the spirit. One more thing that really stands out to me is the one-on-ones we have with the counselor and the group activities.”

“Lots of good info on addictions, criminal thinking errors, etc. The tools you can learn here seem extremely beneficial both to an addict like myself and to others. There is a lot that carries over into many aspects of your life, not just addiction-related info. All the interaction with others (inmates/peers) is very helpful and seems to teach me a lot, gets me ready for positive relationships in life and workplace.”

“I can relate to my counselor. She’s open, honest, and is proof recovery is possible. I’m comfortable sharing, and she is helping me work on my issues that caused me to use, not just focus on my using.”

“It helps me see that I did have a problem, that I needed help, and that I’m someone special, and it made me see that there are better things than drugs, and it makes me feel stronger about myself to say no.”

Outpatient/Intensive Outpatient: Selected Responses

"I like the class interaction with one another. It has helped me to look better at myself. I also enjoy self-searching my dysfunctional issues I wasn't ever aware I had. I get this by listening to others and being honest with myself."

"Outpatient and DOC are all in the same building so this program provides closer contact with CCO and easier for myself since I'm on community supervision."

"I like the way my counselor explains things as well as listens. He has been very understanding about my situation and was very helpful."

"The openness of the group and the positive feedback from the counselors and other group members."

"(Name of counselor) has helped me identify problems and triggers which would lead me back to prison."

"I like the fact that the facilitator has been where we have in addiction and can relate to our experience, strength, and hope. Structured information and accountability."

"Location is easily accessible. Staff is truly interested in individual needs and feelings."

"It offers me a chance to better myself, my lifestyle, my future, and break the pattern of abuse."

"Discussion about anything that's bothering us, anything that's working for us. I like that our counselor structured our group around discussion and fewer videos."

***"Counselor is helpful,
friendly, encouraging,
knowledgeable,
resourceful, patient,
and understanding."***

"I learned a lot about myself and my disease, and I feel confident I will be able to live drug-free."

"It helps me to get back into the community if you had problems with drugs prior to any prison."

"I don't feel pressured about participating and being a part of the group."

"Everything. Counselor is helpful, friendly, encouraging, knowledgeable, resourceful, patient, and understanding."

“Is there anything you would change about this program?”

Long-term Residential: Selected Responses

“There is a lot of programming that goes on starting with work in the kitchen at 3:15 a.m. and then class after meeting after class on into the evening, not ending until 7:45 p.m. A little less mandatory programming would make things run smoother.”

“I would do away with peer awareness because there are too many games involved with inmates trying to control other inmates’ action.”

“Yes, the fact that the staff wants us to act as if they are part of the family, but when I feel staff is ‘character assassinating’ another family member in the circle, I am automatically in the wrong and way out of pocket. I get cut off before I even get two words out. I feel that if staff wants to be part of the family, they need to abide by their roles just as we do. Thank you.”

“... more college courses offered in up-to-date fields of employment, such as computer courses and service work.”

“The UAs. They should give us more time to take them because it causes medical problems for people, and people lose good time over it. Thank you.”

“I would make it a strictly voluntary program. There wouldn’t be negative consequences for not wanting to enroll in this program. I think work release should be mandatory. There needs to be more college courses offered in up-to-date fields of employment, such as computer courses and service work.”

“Make it available to every drug addict here, not just DOSA, violators, and people court ordered.”

Outpatient/Intensive Outpatient: Selected Responses

“More information about job programs.”

“Smaller and shorter groups. I believe you can have a quality group in 30-45 minutes when fewer members are involved.”

“I would help people learn to excel in everything they do by bringing in motivational speakers.”

“Yes, not having to be turned away from any program offered especially drug treatment. Just to be told to come back next week, being an addict myself, only makes addicts think that they have another week to get high.”

“Three nights a week take up a lot of my free time. I work during the day, and I rely on my evenings to take care of my responsibilities. So I would like to see the program cut to two nights a week.”

“Soda and snack machines in the reception area.”

“There would be coffee and cookies at every meeting.”

“More options of days for group.”

“More bus passes.”

“More consistency in having a single counselor.”

“The community service—we have to do a lot already. I really don’t see why we have to do community service.”

“Make the hours be later so it doesn’t interfere with work.”

“If the counselors all had some kind of drug or alcohol past, or some kind of field training to see or show them where we’re coming from.”

“More counselors that care about us and our recovery.”

“Length is too long.”

“Bigger meeting place.”

***“More counselors
that care about us
and our recovery.”***

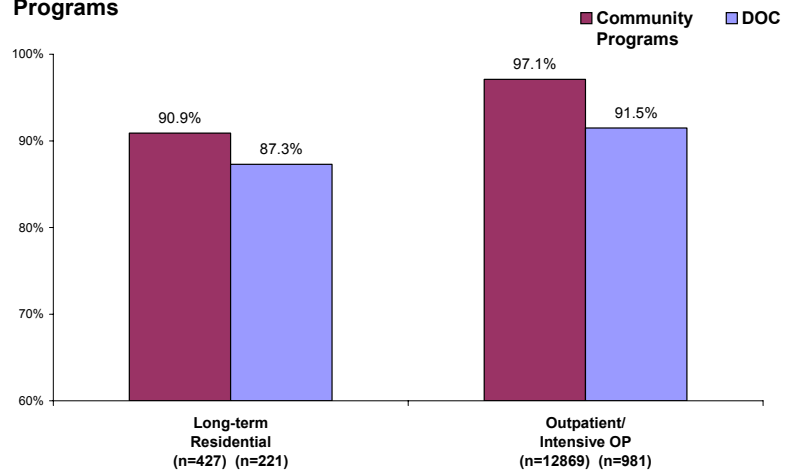
***Adult Patient Satisfaction in Community
Compared to Department of Corrections
(DOC) Treatment Programs***

Was there a difference in patient satisfaction between community and Department of Corrections (DOC) treatment programs?

Satisfaction with Service Received

The proportion of patients reporting they were satisfied with the service they received appeared to be higher in community-based than in DOC treatment programs, although the difference was small.^{*} In long-term residential, it was 91 percent compared to 87 percent, a difference of four percent. In outpatient, it was 97 percent compared to 92 percent, a difference of five percent.

Percent of Patients Satisfied with Service Received in Community versus DOC Long-term Residential and Outpatient Programs

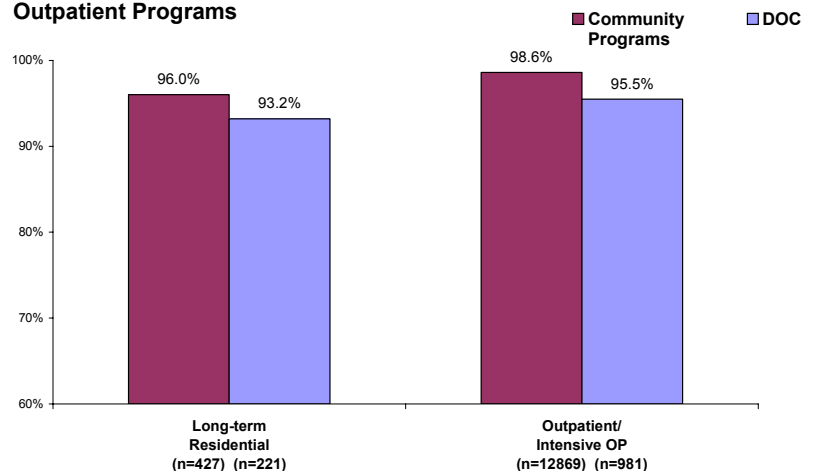


SOURCE: Tables 1a and 8a, Appendix A.

Respect from Staff

Only a small difference, less than five percent, can be observed between community-based and DOC treatment programs in the proportion of patients reporting that staff treated them with respect.[†] In long-term residential, it was 96 percent versus 93 percent. In outpatient, it was 99 percent versus 96 percent.

Percent of Patients Reporting that Staff Treated Them with Respect in Community versus DOC Long-term Residential and Outpatient Programs



SOURCE: Tables 1a and 8a, Appendix A.

^{*} Included patients responding they were very or mostly satisfied with the service they received.

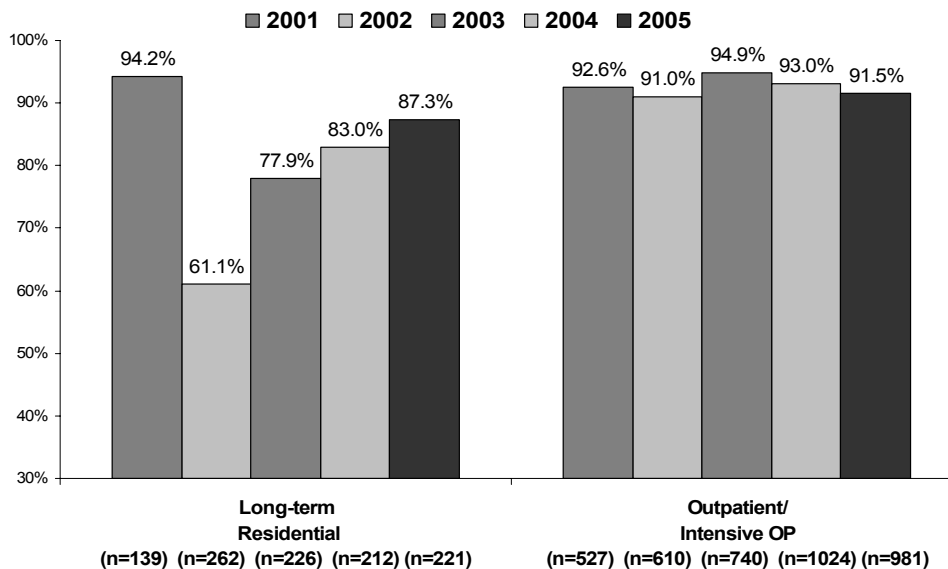
[†] Included patients responding staff treated them with respect all or some of the time.

***Five-Year Trend in Adult Patient Satisfaction
in Department of Corrections (DOC)
Treatment Programs by Modality***

Satisfaction with Service Received

- The proportion of offenders in DOC long-term residential programs reporting they were satisfied with the service they received has continued to rise from 61 percent in 2002 to 87 percent in 2005.*
- In DOC outpatient programs, the proportion of offenders reporting they were satisfied with the service they received has remained, with small fluctuations, fairly stable over the last five years.*

Percent of Offenders in DOC Treatment Programs Reporting They Were Satisfied with Service Received by Modality and Year



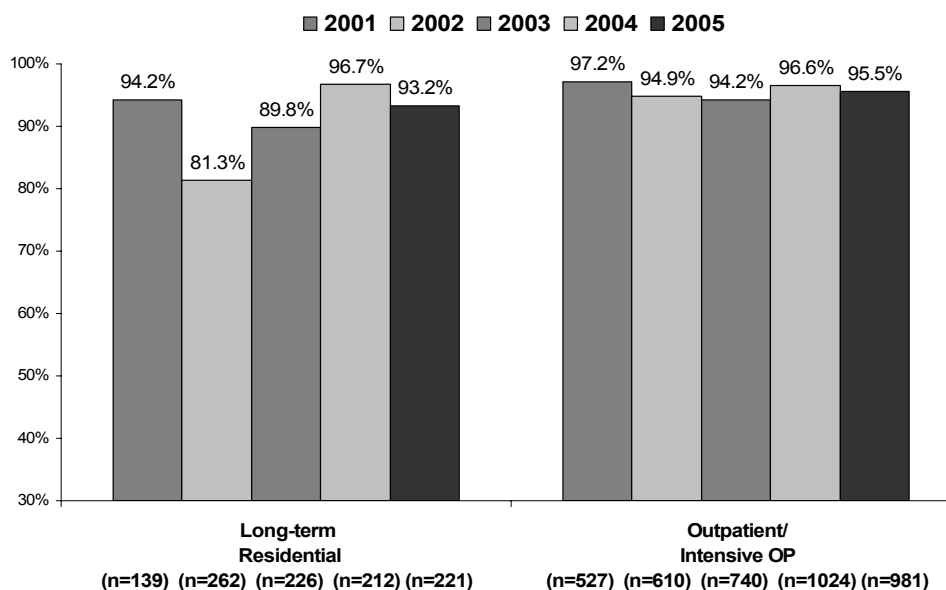
SOURCE: Tables 9a and 9b, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

Respect from Staff

- In DOC long-term residential programs, the proportion of offenders reporting that staff treated them with respect has fluctuated from a low of 81 percent in 2002 to a high of 97 percent in 2004.*
- In DOC outpatient programs, the proportion of offenders reporting that staff treated them with respect fluctuated between 94 percent and 97 percent over the five-year period.*

Percent of Offenders in DOC Treatment Programs Reporting that Staff Treated Them with Respect by Modality and Year



SOURCE: Tables 9a and 9b, Appendix A.

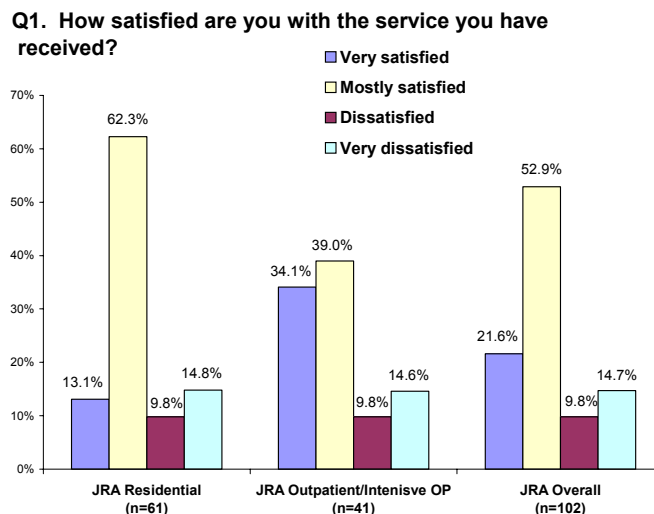
* Included patients responding staff treated them with respect all or some of the time.

Client Satisfaction in Juvenile Rehabilitation Administration (JRA) Treatment Programs

Three intensive inpatient, one recovery house, and two outpatient JRA programs participated in the survey. JRA youth responses from intensive inpatient and recovery house were combined under one “residential” category in order to keep confidential the identity of the one recovery house program participating in the survey. Youth offenders were committed to JRA facilities involuntarily. The JRA provides chemical dependency treatment to youth offenders within an institutional setting.

Satisfaction with Service Received

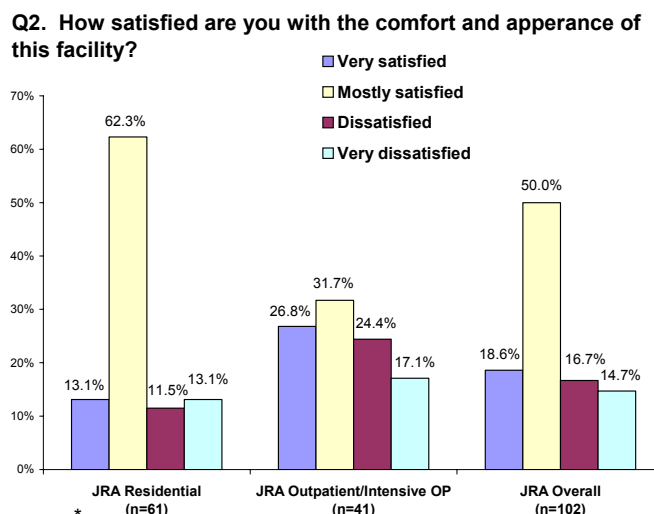
Overall, 75 percent of youth offenders participating in JRA treatment programs reported they were satisfied with the service they received with 22 percent saying they were very satisfied and 53 percent saying they were mostly satisfied. In JRA outpatient programs, 34 percent of patients reported they were very satisfied with the service they received compared to 13 percent in JRA residential programs.*



SOURCE: Table 10a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

Youth offenders participating in JRA treatment programs receive treatment within an institutional environment. Overall, 69 percent of youth offenders reported they were satisfied with the comfort and appearance of their facility with 19 percent saying they were very satisfied and 50 percent saying they were mostly satisfied. In JRA outpatient programs, 27 percent of patients reported they were very satisfied with the comfort and appearance of their facility compared to 13 percent in JRA residential programs.*



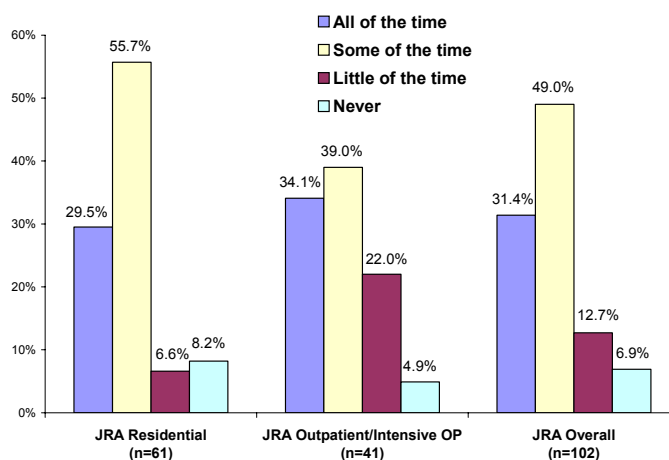
SOURCE: Table 10a, Appendix A.

* These results should be interpreted with caution as there were only 41 youth offenders in JRA outpatient programs completing the survey compared to 61 in JRA residential programs.

Respect from Staff

Eighty percent of youth offenders in JRA treatment programs reported that staff treated them with respect with 31 percent saying staff treated them with respect all of the time and 49 percent saying staff treated them with respect some of the time. Thirty-four percent of youth offenders in JRA outpatient programs reported that staff treated them with respect all of the time compared to 30 percent in JRA residential programs.*

Q3. Would you say our staff treated you with respect?

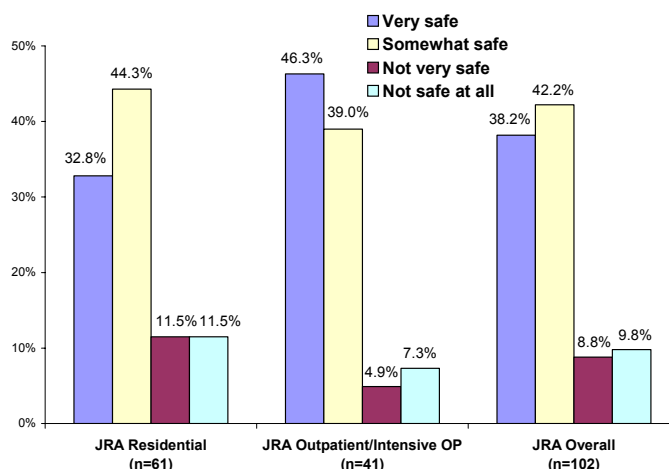


SOURCE: Table 10a, Appendix A.

Feeling Safe

Overall, 80 percent of youth offenders in JRA treatment programs reported they felt safe in their program with 38 percent saying they felt very safe and 42 percent saying they felt somewhat safe. Forty-six percent of participants in JRA outpatient programs reported they felt very safe in their program compared to 33 percent in JRA residential treatment.*

Q4. How safe do you feel in this program?



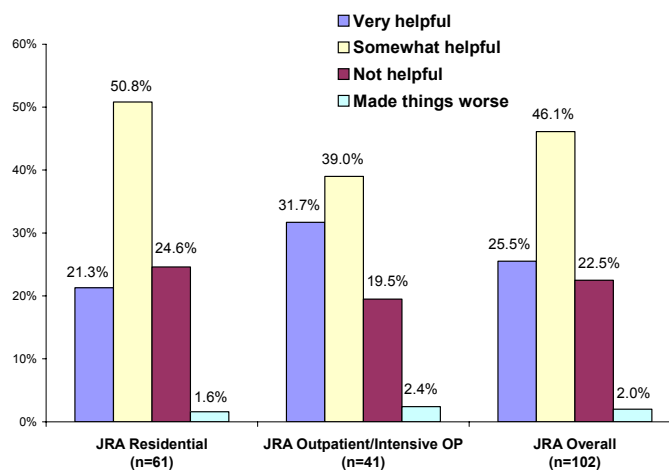
SOURCE: Table 10a, Appendix A.

* These results should be interpreted with caution as there were only 41 youth offenders in JRA outpatient programs completing the survey compared to 61 in JRA residential programs.

Helpfulness of Group Sessions

Overall, 72 percent of participants in JRA treatment programs rated group sessions as helpful with 26 percent reporting they were very helpful and 46 percent saying they were somewhat helpful. In JRA outpatient programs, 32 percent of youth offenders rated group sessions as very helpful compared to 21 percent in JRA residential programs.*

Q5. How helpful are the group sessions?

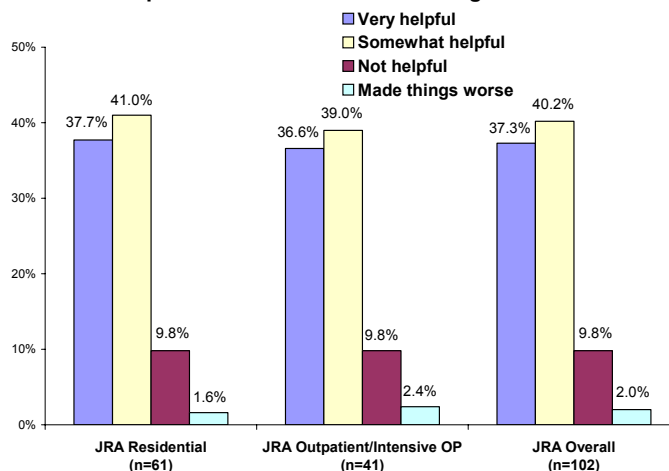


SOURCE: Table 10a, Appendix A.

Helpfulness of Individual Counseling

Seventy-eight percent of youth offenders in JRA treatment programs rated individual counseling as helpful with 37 percent saying it was very helpful and 40 percent saying it was somewhat helpful. The proportion of JRA participants rating individual counseling as very helpful was similar across the two modalities.*

Q6. How helpful is the individual counseling?



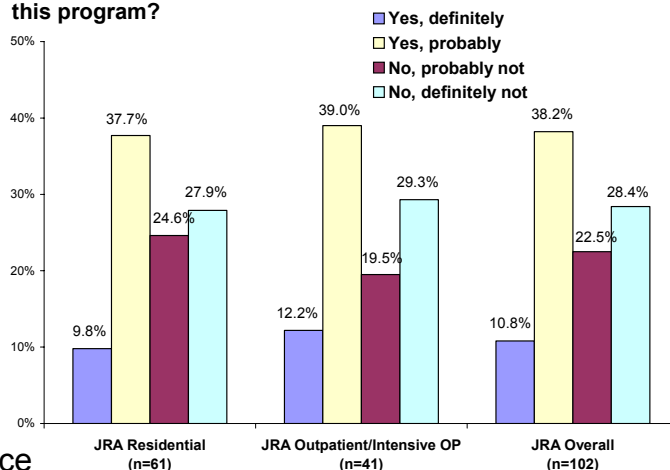
SOURCE: Table 10a, Appendix A.

* These results should be interpreted with caution as there were only 41 youth offenders in JRA outpatient programs completing the survey compared to 61 in JRA residential programs.

“...Would you come back to this program?”

Youth offenders were committed involuntarily to JRA facilities. They receive chemical dependency treatment within an institutional setting. When asked if they would come back to the same program if they were to seek help again, 49 percent of youth offenders responded they would come back to the same program with 11 percent saying they would definitely come back and 38 percent saying they would probably come back. JRA outpatient and residential programs showed only a small difference in the proportion of participants reporting they would definitely come back to the same program if they were to seek help again, 10 percent versus 12 percent.*

Q7. If you were to seek help again, would you come back to this program?



SOURCE: Table 10a, Appendix A.

* These results should be interpreted with caution as there were only 41 youth offenders in JRA outpatient programs completing the survey compared to 61 in JRA residential programs.

“What do you like about this program?”

Residential Program: Selected Responses

“I like the fact that I can think, act, and do what I want to do without being judged. I have the time to make goals, make a dream. I get to express my emotions freely. Everyone is no different nor the same as anyone else. I also feel good about myself. I also get to be a better person.”

“I can wear my own clothes, and I can see my family for two hours every visit. They can also bring food and clothes. I have one-on-one treatment from my staff. This place helped me with my anger.”

“I like the idea of being able to go in and out rather than being locked in a room. I like how it's laid-back here, and you don't have to watch your back.”

“I like how this program gave me help with my drug use and got me ready to go back out into the public on my own.”

“Their helping my depression and helping me get back on my feet.”

***“. . . this program
gave me help with
my drug use and got
me ready to go back
out into the public
on my own.”***

Outpatient/Intensive Outpatient Program: Selected Responses

“That it helps me focus on my drug problem, and I can earn tickets and spend them on various items.”

“The counselors actually sit down with you to talk. They actually sit and listen to what you have to say. Also, the program gives you all of the facts about drugs and alcohol. They tell us nothing but the truth about our addictions.”

“I like hearing new things about alcohol and drugs that I didn't know, and I learn a lot from other people's experiences.”

“The group counseling was very helpful, and I always loved to express my thoughts and feelings in every session.”

“The support from the staff. The privacy and the respect that is in this program.”

“I like how (names of two counselors) listen, validate us, and help us through our problems.”

“What do you not like about this program?”

Residential Program: Selected Responses

“I feel that there isn’t enough organized activities for the residents. I think that the food menu should have just a little more variety. The residents should have more opportunities to get comfortable with transitioning to home or any facility outside of JRA.”

“Sometimes staff could be rude. They don’t really pay attention to what goes on in here and what’s right and wrong.”

“How some counselors don’t get down deep in touch with your feelings on one-on-one meetings.”

“The disrespectful staff members, the way the NA and AA meetings* are discriminatory against people of color and the violence in the pods, the lack of safety and/or security.”

“That we don’t get to read any book we want.”

“That it is not a fair program, and I don’t feel safe. I can handle my own, but I’m afraid I’ll fight.”

Outpatient/Intensive Outpatient Program: Selected Responses

“That they don’t talk to us one-on-one to get to know us. They don’t try to help us with our problems. They sometimes don’t try to help us with our physical problems.”

“The level-one program because it is designed to break you down and make you mentally insane. When I see that way, I turn to drugs to comfort me.”

***“There’s not
enough individual
counseling.”***

“That staff sometimes have a lot going on and don’t accomplish as much as we could.”

“Disrespectful staff and free time being deducted from group.”

“Many of my peers did not have self-discipline.”

“The consistency has been bad. The one-on-one support and counseling is bad. The dedication is very shaky.”

“There’s not enough individual counseling.”

* NA and AA meetings are mostly conducted by non-JRA staff.

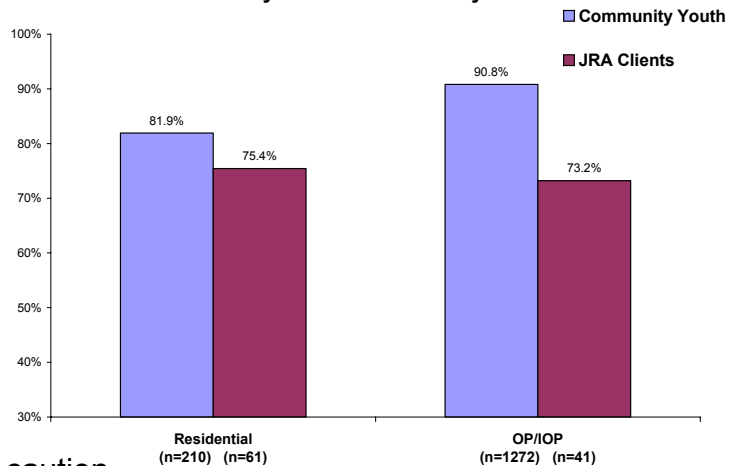
***Youth Patient Satisfaction in Community
Compared to Juvenile Rehabilitation
Administration (JRA) Treatment Programs***

Was there a difference in youth patient satisfaction between community and JRA treatment programs?

Satisfaction with Service Received

Regardless of modality, the proportion of youth patients reporting they were satisfied with the service they received was higher in community than in JRA treatment programs.* In residential programs, it was 82 percent versus 75 percent. In outpatient, it was 91 percent versus 73 percent. It should be noted that participants in JRA treatment programs were committed involuntarily to JRA facilities and that they receive treatment within a highly restrictive environment. In addition, this comparison should be viewed with caution because of the smaller number of participants completing the survey in JRA treatment programs.

Percent of Community Youth Versus JRA Patients Satisfied with Service Received by Treatment Modality

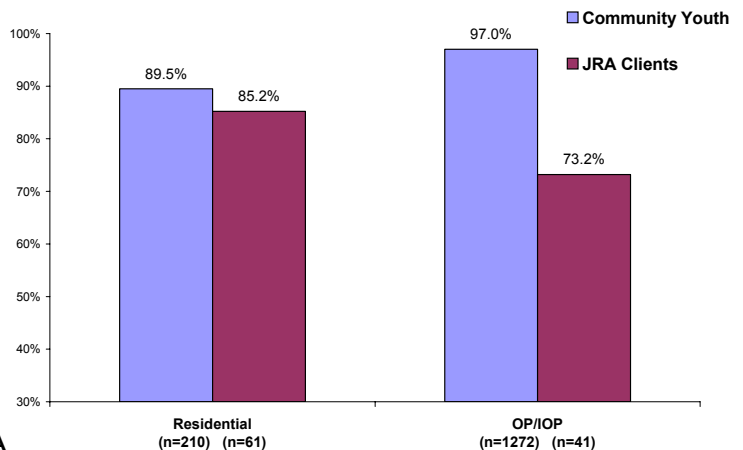


SOURCE: Tables 11a and 11b, Appendix A.

Respect from Staff

Similarly, the proportion of youth patients reporting that staff treated them with respect was higher in community than in JRA treatment programs regardless of modality.† In residential programs, it was 90 percent versus 85 percent. In outpatient, it was 97 percent versus 73 percent. Again, it should be noted that compared to community youth patients, JRA participants receive treatment within a highly restrictive setting, and because of the smaller number of youth offenders completing the survey in JRA treatment programs, these results should be interpreted with caution.

Percent of Community Youth Versus JRA Patients Reporting Staff Treated Them with Respect by Treatment Modality



SOURCE: Tables 11a and 11b, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

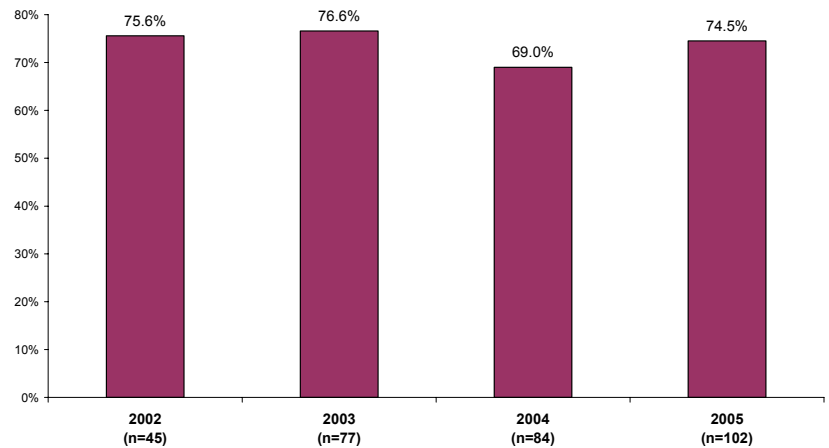
† Included patients responding staff treated them with respect all or some of the time.

***Four-Year Trend in Patient Satisfaction in
Juvenile Rehabilitation Administration (JRA)
Treatment Programs***

Satisfaction with Service Received

The proportion of youth offenders in JRA treatment programs reporting that they were satisfied with the service they received remained between 75 percent and 77 percent over the four-year period except in 2004 when it was 69 percent.*

Percent of JRA Patients Satisfied with Service Received by Year, All Modalities Combined

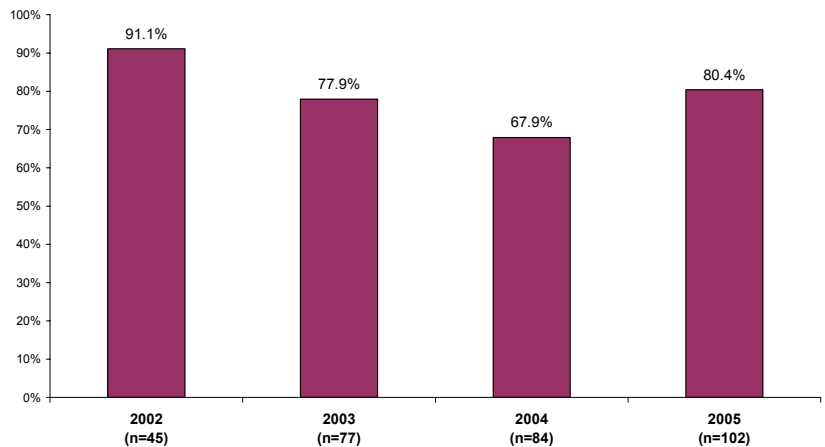


SOURCE: Table 12, Appendix A.

Respect from Staff

The proportion of youth offenders in JRA programs reporting that staff treated them with respect rose from 68 percent in 2004 to 80 percent in 2005, reversing a three-year trend.†

Percent of JRA Patients Reporting Staff Treated Them with Respect by Year, All Modalities Combined



SOURCE: Table 12, Appendix A.

* Included patients responding they were very or mostly satisfied with the service they received.

† Included patients responding staff treated them with respect all or some of the time.

How Providers Used Their Own Results from the 2004 Statewide Client Satisfaction Survey

Agencies that participate in the annual statewide patient satisfaction survey receive a confidential copy of their own results. To understand how agencies benefit from the survey, DASA asked treatment providers that participated in the 2004 survey to describe how they used their results. The following are some of their responses.*

"The following are questions we identified as not having satisfactory scores for our long-term residential program.

Q2. *In general how satisfied are you with the appearance of this facility?*

Since the administration of this questionnaire, we have conducted some patient focus groups related to facility needs and received some important feedback. Grants from private foundations have allowed us to put nice large dressers in each sleeping room, re-decorate our patient lounges, add changing tables for each resident bed, and update our furniture.

Q3. *Would you say our staff treated you with respect?*

We have conducted a mandatory staff training program on cultural competency, verbal de-escalation training, and love and logic parenting/listening skill. All of these trainings dealt with respectful interactions with others.

Q4. *How do you rate the helpfulness of the group sessions?*

We are going to switch from weekly theme groups to set topic groups and increase drug and alcohol education during the structured groups. This plan originated in the patient focus groups.

Q11. *Did you need educational or vocational services?*

Although over 50 percent of our respondents stated they did not need vocational services, we have

* Note that the name Statewide Client Satisfaction Survey was in use from 2001 until 2004.

identified the need for these services as an issue of focus. We have observed that the women who are successful in outpatient and our alumni group are the ones with part- or full-time jobs or are attending school. We want to explore this issue further.

“For our outpatient program, we were very gratified to note that 100 percent of the clients stated they were very satisfied with the program.

Q2. In general how satisfied are you with the comfort and appearance of the facility?

Our clients commented on the poor condition of the couches and chairs in the outpatient lounge. We plan to try to obtain a grant for new furniture in this area during the coming year.

Q 6. If you were to seek help again, would you come back to this program?

Despite 100 percent saying they were very satisfied with the program, only 50 percent stated they would return if they needed help again. We intend to find out what that discrepancy relates to for our clients. Is it location?

Q12. Did you need employment services?

Only 50 percent stated yes, but (as with our residential program) we want to focus on this issue more heavily due to our observations about higher self-esteem and success in the outpatient and alumni group.

“In general, we want to improve our communication among staff members and between staff and clients. Several written comments led us to believe that consistency is a problem.”

Kay E. Seim
Executive Director
Perinatal Treatment Services

“ACRS finds the survey very useful as a quality assurance tool. Questions on service satisfaction provide information about how we can improve our care to our clients, whereas questions on service needs provide information about the needs of particular clients.

“We usually compare our agency results with the state average results to see if there are any areas that we need to improve. We compared this year’s findings with those of the previous years to see if there was any

change or decrease in percentage. We involved our staff, including management and direct service staff, in discussion of areas needing improvement and to celebrate our successes. Based on the discussion, an action plan based on the service satisfaction results was developed. The action plan covered not only service quality but also facility and other agency staff-related issues to make the program more client-friendly.

“The section on client needs provided a clear distinction between our clients and mainstream clients. It was very clear that our clients needed other services due to no or limited English-speaking ability, low or no income, and low educational levels either in their native country or in America. Understanding their needs from the survey, we developed an action plan that would coordinate internal resources to address their needs.

In order to effectively address the multiple services needs of our clients, we decided to train our staff on case management and the use of internal and community resources. We also invited other program staff to our staff meetings and client groups to introduce program services designed to improve access. We are working with other programs to coordinate services and to expedite the referral process.

“The survey results and our experience also indicated that it took more time to engage our clients in treatment, and even after they were admitted, it was challenging to continue to engage them. The patient satisfaction survey information was used in our effort to advocate for funding for pre-treatment, community outreach, and case management for Asian Pacific Islander members who were clearly underserved and had additional barriers to access and continuation of treatment.”

Victor Vander Beng Hui Loo
Substance Abuse Treatment Program Supervisor
Asian Counseling and Referral Service

“The patient satisfaction survey information was used . . . to advocate for funding for pre-treatment, community outreach, and case management”

“First of all, I appreciate the change from ‘client’ to ‘patient’. I hope it was intentional—to get us back to ‘our’ roots. The information provided by the satisfaction survey helped me to make my decision to expand my services to include publicly funded adults and youth if the opportunity came along. The opportunity soon came along to provide publicly funded services, and I have not regretted making that decision. (I will admit to sleepless nights and wanting to take ‘control’ however.) Treatment at this agency has

changed and changed for the better, I might add. Working with adult patients, with significantly greater medical and social needs, and the youth, with an overabundance of energy without developed coping skills, is keeping our staff hopping. We are blessed almost every day however with glimpses of hope and discovery that encourages us to continue doing what we do.”

Dale Rich
Administrator/Owner
Olympic Personal Growth Center

*“The information . . .
helped me to make my
decision to expand my
services to include
publicly funded adults
and youth I have not
regretted making that
decision.”*

“St. Joseph Hospital/PeaceHealth Behavior Health Department has used the patient satisfaction survey each year in a multitude of ways and has found it to be valuable as feedback for staff competency, compliance reviews, quality improvement, and program development. The survey validates our outstanding job of providing treatment and is audited by both Whatcom County and the Joint Commission for Accreditation of Hospital Organizations (JCAHO) for proof of our clients being positively served in treatment. The trends through a biennium as well as the comments by clients are studied by our quality improvement committee to determine program design changes. The survey stands as a consistent measure for evaluating ourselves through the eyes of our clients. We look forward each year to capturing our clients during the week when the surveys are distributed, and with greater anticipation, await the returned results of outcomes and comments. DASA is to be commended for providing this outstanding service to their provider agencies.”

Mary E. Mullen
Behavioral Health Administrative Manager
St. Joseph Hospital/PeaceHealth

“I did find the information useful. As the new executive director, it gave me an opportunity to see what clients thought of our services prior to my watch. In addition, I was able to share the information with staff and others on the leadership team to discuss ways to improve our overall rating.”

Steve O'Neil
Executive Director
Crossroads Treatment Center

“The DASA statewide client satisfaction survey has become a relied-upon tool by our treatment team. We continue to use the results to educate the community and local county commissioners as well as court personnel about the work we do in our treatment center. Oftentimes the only information received by outside entities about the treatment in our center is when an individual makes a complaint. The survey is most helpful in that it tells ‘the rest of the story’ about how recovery is possible, and it gives the clients who are working a program of recovery the voice to share that information with the public.”

***“The satisfaction survey . . .
tells ‘the rest of the story’ about
how recovery is possible, and it
gives clients . . . the voice to
share the information to the
public.”***

**K. Todd Wagner, LCSW, CDP
Clinical Director
Blue Mountain Counseling**

“The results were very helpful and useful. Because we are a rather new agency and our policies are more patient-centered and our goal is to assist in normalizing our patients’ lives, we needed to know how we were doing. Our results were gratifying and encouraged us to continue with our philosophy. Because our results were higher than the average, they were useful in promoting our agency and in bidding on RFPs.”

**Corky Hundahl
Administrator
Phoenix Recovery Services**

“We looked at the numbers to get an overall view of client satisfaction. As some areas for our services were higher than the state average, it was important to include them in our quarterly report for the county as well as in our recent RFP process with them. I am in the process of totally changing the way we do treatment here, writing researched-based curriculum, and reshaping how we define treatment to break out of the cookie cutter system, and the data will be important in assessing outcomes based on the changes.”

**Carole Hayes
Manager for Outpatient and Community Services
Evergreen Manor Outpatient Services**

“We were very pleased to receive the results of the survey last year. The information was shared with the chemical dependency staff providing the services. I also shared the report with the executive director and the executive management team of our parent organization, Community Health Center—La Clinica. The areas for improvement were particularly important for us as we continue to develop quality systems for our clients. We expanded our array of services last year to include a sub-acute detoxification center.

“The areas of improvement were particularly important for us as we continue to develop quality systems for our clients.”

Additionally, we are working more collaboratively with our mental health department to better serve our clients with co-occurring disorders.”

**Carrie Huie-Pascua, M.S.
Director**

Nueva Esperanza Community Counseling Services

“THS reviewed all branch results and examined strengths (exceeding state averages) and areas for improvement (below state averages). Each branch manager submitted a report to our corporate office. This information was combined and then submitted to King County for review.

“Additionally, I reviewed this with our board of directors outcomes committee. (I am the staff representative and work closely with our executive director.) We then updated our internal client surveys to better monitor progress toward our business goals and objectives.”

**Victoria Evans, LCSW, MHP, CDP
Branch Manager**

Therapeutic Health Services, Summit and Seneca

“Yes, the results were useful. It told us what the clients thought of the services they were receiving, if we were doing a good job with customer service, the helpfulness of the groups to the clients, if the clients were comfortable in the rooms and with the accommodations for group and individual services. What we have also gotten from the survey was whether or not we were hitting the mark for our dual-disorders clients by reading their comments about the program criteria. Last but not least, the survey gave our clients a voice.”

**Teri Bei, M.A., LMHC, CDP
COD Program Clinical Supervisor
Highline West Seattle Mental Health Center**

“We used the survey results as one element of our ongoing program review under the customer satisfaction element. We also used it as part of our JCAHO and SAMHSA reviews of our opiate programs. We looked at the comments that patients made as one barometer of how well we were in establishing a positive working alliance with our patients in the program here.”

Richard J. Pollard, Ph.D.
Deputy Director, Addictions Care Line
VA PSHCS, American Lake Division

***“We also used it as
part of our JCAHO
and SAMHSA
reviews of our opiate
programs.”***

“Sundown M Ranch utilized the findings from the 2004 survey as a quality improvement activity in the area of clinical staff training. Upon receipt, the material was first presented to the management team for their review and comment. The clinical director and youth director then utilized the information in clinical staff training.”

Jim Guderjohn, Psy.D., ACATA
Director of Operations
Sundown M Ranch

“We used the results as a baseline score, and we have implemented change projects that included staff training on DBT engagement strategies as well as a debriefing shift rating form which assesses staff cooperation and staff engagement with clients. We have also conducted client satisfaction and staff rating questionnaires to help gauge our progress. We have then been tracking our client continuation rates monthly to measure against the baseline scores provided by you. As a result of this, our continuation rates have increased.”

Michael Ott
Treatment Director
Daybreak – Vancouver (Male – Youth Inpatient)

“We compared the results with the previous year to determine what differences, if any, were reflected. For example, 100 percent of the clients surveyed in 2004 were satisfied with treatment. However, there was a lower percentage that rated their satisfaction as ‘very satisfied’ compared to the previous year—we want to improve our services to increase the ‘very satisfied’ rating. Also, we looked at the comments made by clients to improve our services and meet their demands.”

Marcia Richard
Chemical Dependency Program Manager
Stevens County Counseling Services Center

“We used our results to show team leaders and staff the areas in which we can excel and the areas in which we need to improve. We also had the survey results available for our JCAHO accreditation visit.”

Andrew J. Saxon, M.D.
Director, Addictions Care Line
VA Puget Sound Health Care System

“DOC Rap-Lincoln Work Release used the results to reshape our approach in assessing the needs of our clients. The results of this survey allowed us to: (1) better process assessment information, and (2) restructure treatment approaches to better meet the needs identified in said assessments. On a daily basis, in group and individual sessions, the results of this survey have allowed us to hear more effectively the clients as they present themselves, not as the textbooks and national averages present them.”

Paul French, M.A.
Clinical Director, CiviGenics
and Tiffany Poulin, M.A., CDP
Department of Corrections, Rap Lincoln Work Release

“Yes, the results were useful. Initially, they were sent to the administration of Central Washington Comprehensive Mental Health. They reviewed the results and made a report to the quality improvement board (QIB). They were then sent to the methadone team for review, and the results were discussed on a program level to address both the positive and negative aspects. They were also instrumental in fulfilling the requirement for outcomes evaluation.”

Judy Newland
Supervisor
Central Washington Comprehensive Mental Health

“The client satisfaction survey results were read and carefully considered by CiviGenics' management and clinical staff working in DOC treatment programs at the Monroe Correctional Complex and Everett Community Justice Center and were used to: (1) tailor group activities to meet the needs of patients with learning challenges and disabilities; (2) increase and improve collaboration between patient and counselor in goal setting and treatment planning; and (3) coordinate chemical dependency treatment with other required or needed services, for example, anger management.”

Roy L. Sykes, Th.D., M.S., MHP, CDP
Program Manager
Department of Corrections, Monroe Correctional Complex

“It reinforced the great work that our staff does. One way that we used the results was to spiff up our client area. The scores on the appearance of our agency were lower than the other scores.”

Juliette Sauvage
Substance Abuse Program Manager
Kent Youth and Family Services

***“It reinforced the
great work that
our staff does.”***

“Our results were shared with our staff, who utilized the feedback to make some changes in our procedures, and with our board, who were happy to have the client feedback results to inform their policy-making for the agency. We are proud to claim our positive results as we prepare an RFP to our county system of care.”

Mary Ann Murphy
Executive Director
Partners with Families and Children, Spokane

“At Visions, we have used the survey as a staff training tool. One of the answers from the clients was their concern about staff not appearing professional at all times. This was either a boundary issue, or staff was showing signs of burn out. Then last year, staff has been asked to take vacation time and not allowed to build up over 150 hours. During training on boundaries, this survey was used as an example of how important it is to be professional at all times. “

Jeanette Palmer
Program Manager
Sea Mar-Visions

How Policy Makers Used the Results of the 2004 Statewide Client Satisfaction Survey

This report defines policy makers as individuals who are involved in the formulation or implementation of policies related to chemical dependency treatment at the state or county level. In the following quotes, policy makers, or implementers, and other key informants describe how they used the results of the 2004 Statewide Client Satisfaction Survey.* DASA disseminated the results in a statewide report, *Clients Speak Out 2004*, and prepared county summary reports which were made available to county alcohol and drug coordinators and DASA regional administrators.

“I used the report to see what clients were saying about our programs so we could look at possible policy, training, or technical assistance issues for our programs. I also shared it with (DSHS) department staff, the Governor's Office, and the legislature to demonstrate that clients are satisfied with the services they are receiving.”

Kenneth D. Stark
Director

Division of Alcohol and Substance Abuse

“In Region 4, we used the results to encourage treatment providers, who have not participated, into participating by educating them on how they might benefit from the survey results (for example, using data to pursue funding from other sources, using positive outcomes for public relations and advertising their services, using results to modify current practices to improve services to patients, and being able to track trends over time).

“We have completed community education with key stakeholders (for example, King County Alcohol and Drug Administrative Board) and at other public meetings regarding county-level as compared to statewide data.”

Harvey Funai
Regional Administrator

Division of Alcohol and Substance Abuse

* Note that the name Statewide Client Satisfaction Survey was in use from 2001 until 2004.

“In Clark County, we used the client satisfaction survey results in the following ways:

1. We reviewed the survey results with all contracted treatment providers.
2. Treatment providers reviewed county-wide results with program staff and governing boards.
3. County staff reviewed the county-specific results with the substance abuse advisory board.
4. The county program and service providers found the survey to be very useful in a review of program quality and as a guide to quality improvement.

“Identification of areas of concern:

1. *Methadone Maintenance (Opiate Substitution Treatment Services)*

The North Star Clinic is a new program in Clark County and has been in full operation for only about six months. The data were used to evaluate concerns about the effectiveness of both group and individual therapy. As a result of this information, this program has revised the number of group sessions and the focus of these sessions. The program has put more emphasis on family services and assistance with vocational and educational services. The program is also working to better integrate the mental health services needs of clients.

2. *Outpatient and Intensive Outpatient Services*

As a result of our review of the data, programs are looking at client satisfaction and why some clients indicated that they had not received individual counseling (11.2 percent). In the area of facility comfort and appearance, it will be interesting to compare the response when we move into our new facility in January 2006. We have asked our treatment providers to increase emphasis on helping clients access legal assistance information and knowing how to identify and access medical services. The survey clearly indicated that we need to improve our assistance to clients in the

“We have asked our treatment providers to increase emphasis on helping clients access legal assistance information and . . . medical services.”

identification of educational and vocational services and that we need to implement ways to assist clients with employment opportunities (24.2 percent and 25.8 percent indicated that our employment services were not very helpful or were not helpful at all). To say the least, these are now a priority area for all of our county treatment programs. Our programs continue to prioritize the need to identify and integrate services for co-occurring disorder clients needing both chemical dependency and mental health services.”

Cleve Thompson
County Alcohol and Drug Coordinator
Clark County

“Yakima County has referenced these results in our 2005-2007 needs assessment county plan. The responses have influenced our subcontracting decisions.”

Brian Hunt
County Alcohol and Drug Coordinator
Yakima

“We used them as part of our ‘monitoring prep’ to identify issues to specifically explore with providers while conducting on-site audits. I referenced the information in various reports to the county executive and county council. Also, I shared the information with the alcohol and other drug (AOD) board.”

Cammy Hart-Anderson
County Alcohol and Drug Coordinator
Snohomish

*“I referenced the
information in various
reports to the county
executive and county
council.”*

“We used the reports with our county advisory board and board of county commissioners as an educational opportunity. As an example, I gave copies of the full report to the board with copies of Thurston and Mason County results and pointed out areas of client satisfaction with local providers and sometimes compared them with each other. It’s a good tool to use for people who don’t work in this field directly, to point out that even in an ‘outside of the agency’ client satisfaction survey, there were many

clients who rated our agencies and the services they received as good. I have found that if we reference an internal agency client satisfaction survey, the results are met with a bit more skepticism for some reason.”

Donna Bosworth
County Alcohol and Drug Coordinator
Thurston and Mason

“We appreciated the information and used it to evaluate our local system delivery and quality of services as well as to help educate and plan for future services.”

Vera Kalkwarf
County Alcohol and Drug Coordinator
Grays Harbor

“I was hired in November 2004, and I reviewed the *Clients Speak Out 2004* book as part of my orientation to my new job. It was very helpful in understanding many of the issues in substance abuse treatment from a client perspective. I also wrote our ‘Needs Assessment Update’ in May 2005 and used the resource in preparing that document. I have also completed monitoring our contracted providers, and one of my questions was around how they plan for quality improvement. Virtually all of them told me they rely heavily on this survey, and they find it very helpful to compare their own organizational results to the statewide results to help set goals for quality improvement.”

Becky Swan
Program Planner/Evaluator
Spokane County Community Services Substance Abuse and Treatment

“We consider the client satisfaction survey (CSS) to have significant value to CiviGenics and DOC in the context of quality assurance. As you know, we provide services to an exclusively criminal justice population who find themselves mandated to participate in chemical dependency treatment. In addition, they are often subjected to stringent sanctions for failing to comply with their treatment plans.

“Under these circumstances and because of our need for positive outcomes, the CSS provides us with a useful glimpse of the personal impact that our interventions are having on our client population. Although we would expect a higher degree of resistance and criticism in comparison to the general population, we are pleased by the positive feedback we receive through the CSS, and we use the information provided to continue improving our programs and services.”

Dan Snyder
State Director
CiviGenics

Technical Notes

What instruments were used in the statewide survey?

The instruments that were administered in the survey included the Adult Patient Satisfaction Survey and the Youth Patient Satisfaction Survey. These surveys were available in English, Spanish, Vietnamese, and Cambodian languages (see pages 199-216, Appendix B).

Who administered the survey and when?

The survey was administered by participating Washington State alcohol and drug treatment agencies to adult and youth patients who were receiving treatment during the week of March 21, 2005.

How were agencies selected to participate in the statewide survey?

Agencies volunteered to participate in the survey. Agencies must be DASA-certified and should offer any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient/intensive outpatient, or methadone maintenance. An initial list of 513 treatment agencies that met these criteria was generated on December 14, 2004, using data from the DASA management information system, Treatment and Assessment Report Generation Tool (TARGET). Using this initial list, invitations were mailed on January 16, 2005, to directors requesting their agency to participate in the statewide survey to be held during the week of March 21, 2005. The invitation included: (1) a cover letter stating the purpose of the survey and the promise that they will receive a confidential report of their agency's survey results; (2) copies of the survey instruments; (3) a copy of the "Guidelines for Administration" (see page 217, Appendix B); and (4) a survey confirmation form to be returned to DASA. Agencies interested in participating were asked to indicate on the survey confirmation form the type and number of surveys they will need to administer during the week of the survey. Follow-up calls were made to agencies that have not returned their confirmation form right up to the week before the survey. It was through these follow-up calls that information regarding the agency's certification status (for example: closed, suspended) and the service they provide was verified. As a result, 25 agencies were dropped from the list because they have been suspended, have closed, were not offering any of the services required for the survey, or may have retained their certification but were not actually providing any treatment services. The process of eliminating non-qualifying or inactive treatment agencies produced a final number of 488 agencies that, as of March 18, 2005, were actively operating and were offering the aforementioned treatment services.

How many agencies participated in the survey?

The table below shows that 444 agencies, or 91 percent, of the 488 certified treatment centers, identified to have been actively operating in Washington State and offering either intensive

Number and Percent of Public and Private Treatment Agencies Participating in the 2005 Statewide Patient Satisfaction Survey

Participation Status	Public* (n=278)	Private (n=210)	TOTAL (n=488)
Participating	268 (96.4%)	176 (83.8%)	444 (91.0%)
Non-participating	10 (3.6%)	34 (16.2%)	44 (9.0%)

*Treatment agencies were considered public if any of their programs, such as intensive inpatient, recovery house, long-term residential, outpatient/intensive outpatient, or methadone, was known, as of December 14, 2004, to receive funding from any of the following sources: state, county, federal, or tribal government.

inpatient, recovery house, long-term residential, outpatient/intensive outpatient, or methadone maintenance, volunteered to administer the survey. Among the 278 public treatment agencies in the state, 268 or 96.4 percent participated in the survey. Out of the 210 identified as private agencies, 176 or 83.8 percent volunteered to participate in the survey.

How did treatment agencies administer the survey?

Participating providers used the “Guidelines for Administration,” a one-page document provided by DASA. It contains instructions and helpful suggestions showing how providers can administer the survey in their agency (see page 217, Appendix B). DASA provided treatment agencies with copies of the survey and pencils for the use of patients.

How were patients selected to participate in the survey?

Participating agencies asked all of their patients who were receiving treatment during the week of March 21, 2005, to complete the survey. According to a study conducted by DASA in 1998, the sampling method most commonly used by states that have a statewide, standardized system of assessing patient satisfaction is to give the survey to all patients who are participating in treatment during a designated week of the year.* This method results in a cross-section of the patient population in the state for a given year.

Who was responsible for analyzing the survey data?

Participating treatment agencies returned completed surveys to DASA. Completed surveys were scanned at the University of Washington Office of Educational Assessment. At DASA, Felix Rodriguez, Ph.D., analyzed the survey data and wrote the statewide report. Provider-level and county-level reports were also produced. Participating agencies receive free confidential copies of their provider-level report. County alcohol and drug coordinators receive copies of the county-level reports.

* Rodriguez, F.I., Krupski, A., Wrede, A.F., Malmer, D.W., and Stark K.D. 1998. *Assessing Client Satisfaction with Substance Abuse Treatment: What are states doing?* Olympia, Washington: Division of Alcohol and Substance Abuse.

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Table 1a.
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey
by Treatment Modality, March 21-25, 2005.

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Methadone*		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	335	48.6%	49	45.4%	134	31.4%	7473	58.1%	851	45.6%	8842	55.4%
	Mostly satisfied	321	46.5%	53	49.1%	254	59.5%	5019	39.0%	894	47.9%	6541	41.0%
	Subtotal	656	95.1%	102	94.4%	388	90.9%	12492	97.1%	1745	93.4%	15383	96.4%
	Dissatisfied	25	3.6%	4	3.7%	30	7.0%	229	1.8%	77	4.1%	365	2.3%
	Very dissatisfied	6	.9%	2	1.9%	4	.9%	78	.6%	34	1.8%	124	.8%
	Subtotal	31	4.5%	6	5.6%	34	8.0%	307	2.4%	111	5.9%	489	3.1%
	Did not respond	3	.4%	0	.0%	5	1.2%	70	.5%	12	.6%	90	.6%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	319	46.2%	40	37.0%	157	36.8%	7283	56.6%	881	47.2%	8680	54.4%
	Mostly satisfied	307	44.5%	58	53.7%	219	51.3%	5103	39.7%	863	46.2%	6550	41.0%
	Subtotal	626	90.7%	98	90.7%	376	88.1%	12386	96.2%	1744	93.4%	15230	95.4%
	Dissatisfied	49	7.1%	7	6.5%	48	11.2%	360	2.8%	88	4.7%	552	3.5%
	Very dissatisfied	14	2.0%	3	2.8%	1	.2%	62	.5%	23	1.2%	103	.6%
	Subtotal	63	9.1%	10	9.3%	49	11.5%	422	3.3%	111	5.9%	655	4.1%
	Did not respond	1	.1%	0	.0%	2	.5%	61	.5%	13	.7%	77	.5%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	452	65.5%	64	59.3%	245	57.4%	11298	87.8%	1279	68.5%	13338	83.6%
	Some of the time	209	30.3%	40	37.0%	165	38.6%	1385	10.8%	506	27.1%	2305	14.4%
	Subtotal	661	95.8%	104	96.3%	410	96.0%	12683	98.6%	1785	95.6%	15643	98.0%
	Little of the time	24	3.5%	3	2.8%	14	3.3%	83	.6%	47	2.5%	171	1.1%
	Never	3	.4%	1	.9%	0	.0%	25	.2%	9	.5%	38	.2%
	Subtotal	27	3.9%	4	3.7%	14	3.3%	108	.8%	56	3.0%	209	1.3%
	Did not respond	2	.3%	0	.0%	3	.7%	78	.6%	27	1.4%	110	.7%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	438	63.5%	63	58.3%	213	49.9%	8230	64.0%	652	34.9%	9596	60.1%
	Somewhat helpful	225	32.6%	41	38.0%	190	44.5%	4030	31.3%	640	34.3%	5126	32.1%
	Subtotal	663	96.1%	104	96.3%	403	94.4%	12260	95.3%	1292	69.2%	14722	92.2%
	Not helpful	11	1.6%	4	3.7%	21	4.9%	257	2.0%	124	6.6%	417	2.6%
	Made things worse	1	.1%	0	.0%	0	.0%	31	.2%	19	1.0%	51	.3%
	Subtotal	12	1.7%	4	3.7%	21	4.9%	288	2.2%	143	7.7%	468	2.9%
	Did not respond	6	.9%	0	.0%	2	.5%	101	.8%	44	2.4%	153	1.0%
	Did not receive	9	1.3%	0	.0%	1	.2%	220	1.7%	389	20.8%	619	3.9%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	389	56.4%	71	65.7%	201	47.1%	8073	62.7%	1075	57.5%	9809	61.5%
	Somewhat helpful	167	24.2%	29	26.9%	120	28.1%	3133	24.3%	577	30.9%	4026	25.2%
	Subtotal	556	80.6%	100	92.6%	321	75.2%	11206	87.1%	1652	88.4%	13835	86.7%
	Not helpful	23	3.3%	5	4.6%	17	4.0%	282	2.2%	100	5.4%	427	2.7%
	Made things worse	1	.1%	0	.0%	0	.0%	17	.1%	17	.9%	35	.2%
	Subtotal	24	3.5%	5	4.6%	17	4.0%	299	2.3%	117	6.3%	462	2.9%
	Did not respond	15	2.2%	2	1.9%	10	2.3%	189	1.5%	50	2.7%	266	1.7%
	Did not receive	95	13.8%	1	.9%	79	18.5%	1175	9.1%	49	2.6%	1399	8.8%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	348	50.4%	55	50.9%	154	36.1%	7668	59.6%	1233	66.0%	9458	59.3%
	Yes, probably	201	29.1%	31	28.7%	158	37.0%	4074	31.7%	455	24.4%	4919	30.8%
	Subtotal	549	79.6%	86	79.6%	312	73.1%	11742	91.2%	1688	90.4%	14377	90.1%
	No, probably not	94	13.6%	16	14.8%	75	17.6%	619	4.8%	89	4.8%	893	5.6%
	No, definitely not	23	3.3%	6	5.6%	25	5.9%	176	1.4%	28	1.5%	258	1.6%
	Subtotal	117	17.0%	22	20.4%	100	23.4%	795	6.2%	117	6.3%	1151	7.2%
	Did not respond	24	3.5%	0	.0%	15	3.5%	332	2.6%	63	3.4%	434	2.7%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%

*Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

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Table 1b.
Community Treatment Programs: Responses to Questions 7-12a of the DASA Adult Patient Satisfaction Survey
by Treatment Modality, March 21-25, 2005.

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Methadone*		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	147	21.3%	29	26.9%	122	28.6%	4261	33.1%	365	19.5%	4924	30.8%
	No	540	78.3%	79	73.1%	300	70.3%	8333	64.8%	1467	78.5%	10719	67.2%
	Did not respond	3	.4%	0	.0%	5	1.2%	275	2.1%	36	1.9%	319	2.0%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	63	42.9%	13	44.8%	46	37.7%	2064	48.4%	108	29.6%	2294	46.6%
	Somewhat helpful	43	29.3%	9	31.0%	34	27.9%	1202	28.2%	117	32.1%	1405	28.5%
	Subtotal	106	72.1%	22	75.9%	80	65.6%	3266	76.6%	225	61.6%	3699	75.1%
	Not very helpful	19	12.9%	5	17.2%	29	23.8%	346	8.1%	66	18.1%	465	9.4%
	Not helpful at all	11	7.5%	1	3.4%	12	9.8%	370	8.7%	52	14.2%	446	9.1%
	Subtotal	30	20.4%	6	20.7%	41	33.6%	716	16.8%	118	32.3%	911	18.5%
	Did not respond	11	7.5%	1	3.4%	1	.8%	279	6.5%	22	6.0%	314	6.4%
	Total	147	100.0%	29	100.0%	122	100.0%	4261	100.0%	365	100.0%	4924	100.0%
Q8. Did you need medical services?	Yes	369	53.5%	88	81.5%	336	78.7%	2541	19.7%	798	42.7%	4132	25.9%
	No	315	45.7%	19	17.6%	87	20.4%	10073	78.3%	1037	55.5%	11531	72.2%
	Did not respond	6	.9%	1	.9%	4	.9%	255	2.0%	33	1.8%	299	1.9%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	208	56.4%	49	55.7%	168	50.0%	1267	49.9%	353	44.2%	2045	49.5%
	Somewhat helpful	95	25.7%	26	29.5%	98	29.2%	686	27.0%	256	32.1%	1161	28.1%
	Subtotal	303	82.1%	75	85.2%	266	79.2%	1953	76.9%	609	76.3%	3206	77.6%
	Not very helpful	35	9.5%	9	10.2%	48	14.3%	260	10.2%	98	12.3%	450	10.9%
	Not helpful at all	12	3.3%	3	3.4%	13	3.9%	164	6.5%	39	4.9%	231	5.6%
	Subtotal	47	12.7%	12	13.6%	61	18.2%	424	16.7%	137	17.2%	681	16.5%
	Did not respond	19	5.1%	1	1.1%	9	2.7%	164	6.5%	52	6.5%	245	5.9%
	Total	369	100.0%	88	100.0%	336	100.0%	2541	100.0%	798	100.0%	4132	100.0%
Q9. Did you need family services?	Yes	228	33.0%	26	24.1%	160	37.5%	1672	13.0%	356	19.1%	2442	15.3%
	No	450	65.2%	82	75.9%	258	60.4%	10922	84.9%	1474	78.9%	13186	82.6%
	Did not respond	12	1.7%	0	.0%	9	2.1%	275	2.1%	38	2.0%	334	2.1%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%

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Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	113	49.6%	12	46.2%	81	50.6%	828	49.5%	143	40.2%	1177	48.2%
	Somewhat helpful	67	29.4%	7	26.9%	41	25.6%	483	28.9%	106	29.8%	704	28.8%
	Subtotal	180	78.9%	19	73.1%	122	76.3%	1311	78.4%	249	69.9%	1881	77.0%
	Not very helpful	15	6.6%	5	19.2%	18	11.3%	178	10.6%	51	14.3%	267	10.9%
	Not helpful at all	9	3.9%	2	7.7%	15	9.4%	101	6.0%	36	10.1%	163	6.7%
	Subtotal	24	10.5%	7	26.9%	33	20.6%	279	16.7%	87	24.4%	430	17.6%
	Did not respond	24	10.5%	0	.0%	5	3.1%	82	4.9%	20	5.6%	131	5.4%
	Total	228	100.0%	26	100.0%	160	100.0%	1672	100.0%	356	100.0%	2442	100.0%
Q10. Did you need mental health services?	Yes	195	28.3%	29	26.9%	198	46.4%	2253	17.5%	611	32.7%	3286	20.6%
	No	487	70.6%	79	73.1%	223	52.2%	10364	80.5%	1219	65.3%	12372	77.5%
	Did not respond	8	1.2%	0	.0%	6	1.4%	252	2.0%	38	2.0%	304	1.9%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	92	47.2%	18	62.1%	73	36.9%	1083	48.1%	226	37.0%	1492	45.4%
	Somewhat helpful	52	26.7%	8	27.6%	54	27.3%	639	28.4%	195	31.9%	948	28.8%
	Subtotal	144	73.8%	26	89.7%	127	64.1%	1722	76.4%	421	68.9%	2440	74.3%
	Not very helpful	31	15.9%	2	6.9%	31	15.7%	240	10.7%	85	13.9%	389	11.8%
	Not helpful at all	15	7.7%	1	3.4%	30	15.2%	167	7.4%	59	9.7%	272	8.3%
	Subtotal	46	23.6%	3	10.3%	61	30.8%	407	18.1%	144	23.6%	661	20.1%
	Did not respond	5	2.6%	0	.0%	10	5.1%	124	5.5%	46	7.5%	185	5.6%
	Total	195	100.0%	29	100.0%	198	100.0%	2253	100.0%	611	100.0%	3286	100.0%
Q11. Did you need educational or vocational services?	Yes	131	19.0%	42	38.9%	181	42.4%	1588	12.3%	358	19.2%	2300	14.4%
	No	554	80.3%	66	61.1%	240	56.2%	10991	85.4%	1467	78.5%	13318	83.4%
	Did not respond	5	.7%	0	.0%	6	1.4%	290	2.3%	43	2.3%	344	2.2%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	45	34.4%	20	47.6%	73	40.3%	587	37.0%	88	24.6%	813	35.3%
	Somewhat helpful	25	19.1%	18	42.9%	63	34.8%	488	30.7%	113	31.6%	707	30.7%
	Subtotal	70	53.4%	38	90.5%	136	75.1%	1075	67.7%	201	56.1%	1520	66.1%
	Not very helpful	24	18.3%	3	7.1%	17	9.4%	218	13.7%	72	20.1%	334	14.5%
	Not helpful at all	20	15.3%	1	2.4%	21	11.6%	157	9.9%	52	14.5%	251	10.9%
	Subtotal	44	33.6%	4	9.5%	38	21.0%	375	23.6%	124	34.6%	585	25.4%
	Did not respond	17	13.0%	0	.0%	7	3.9%	138	8.7%	33	9.2%	195	8.5%
	Total	131	100.0%	42	100.0%	181	100.0%	1588	100.0%	358	100.0%	2300	100.0%

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Q12. Did you need employment services?	Yes	147	21.3%	40	37.0%	169	39.6%	1547	12.0%	350	18.7%	2253	14.1%
	No	537	77.8%	67	62.0%	252	59.0%	11050	85.9%	1469	78.6%	13375	83.8%
	Did not respond	6	.9%	1	.9%	6	1.4%	272	2.1%	49	2.6%	334	2.1%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	34	23.1%	9	22.5%	59	34.9%	454	29.3%	82	23.4%	638	28.3%
	Somewhat helpful	29	19.7%	16	40.0%	52	30.8%	446	28.8%	90	25.7%	633	28.1%
	Subtotal	63	42.9%	25	62.5%	111	65.7%	900	58.2%	172	49.1%	1271	56.4%
	Not very helpful	31	21.1%	11	27.5%	23	13.6%	284	18.4%	81	23.1%	430	19.1%
	Not helpful at all	37	25.2%	3	7.5%	24	14.2%	222	14.4%	72	20.6%	358	15.9%
	Subtotal	68	46.3%	14	35.0%	47	27.8%	506	32.7%	153	43.7%	788	35.0%
	Did not respond	16	10.9%	1	2.5%	11	6.5%	141	9.1%	25	7.1%	194	8.6%
	Total	147	100.0%	40	100.0%	169	100.0%	1547	100.0%	350	100.0%	2253	100.0%

*Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

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Table 1c.
Community Treatment Programs: Characteristics of Patients Completing the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 21-25, 2005.

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Methadone		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	56	8.1%	4	3.7%	28	6.6%	741	5.8%	17	.9%	846	5.3%
	21 - 25	113	16.4%	22	20.4%	76	17.8%	2090	16.2%	124	6.6%	2425	15.2%
	26 - 30	93	13.5%	14	13.0%	50	11.7%	1678	13.0%	159	8.5%	1994	12.5%
	31 - 35	81	11.7%	12	11.1%	62	14.5%	1660	12.9%	181	9.7%	1996	12.5%
	36 - 40	104	15.1%	15	13.9%	53	12.4%	1631	12.7%	198	10.6%	2001	12.5%
	41 - 45	91	13.2%	17	15.7%	58	13.6%	1650	12.8%	229	12.3%	2045	12.8%
	46 - 50	70	10.1%	11	10.2%	36	8.4%	1277	9.9%	340	18.2%	1734	10.9%
	51 - 55	38	5.5%	6	5.6%	22	5.2%	773	6.0%	286	15.3%	1125	7.0%
	Over 55	20	2.9%	4	3.7%	11	2.6%	619	4.8%	132	7.1%	786	4.9%
	Unknown	24	3.5%	3	2.8%	31	7.3%	750	5.8%	202	10.8%	1010	6.3%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Gender	Male	400	58.0%	61	56.5%	240	56.2%	8915	69.3%	933	49.9%	10549	66.1%
	Female	276	40.0%	45	41.7%	173	40.5%	3626	28.2%	801	42.9%	4921	30.8%
	Unknown	14	2.0%	2	1.9%	14	3.3%	328	2.5%	134	7.2%	492	3.1%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Ethnic/Racial Background	White/European American	459	66.5%	68	63.0%	284	66.5%	8995	69.9%	1331	71.3%	11137	69.8%
	Black/African American	36	5.2%	11	10.2%	19	4.4%	556	4.3%	103	5.5%	725	4.5%
	Asian/Pacific Islander	4	.6%	3	2.8%	3	.7%	296	2.3%	34	1.8%	340	2.1%
	Native American/Eskimo/Aleut	102	14.8%	8	7.4%	41	9.6%	722	5.6%	91	4.9%	964	6.0%
	Hispanic	34	4.9%	8	7.4%	19	4.4%	1254	9.7%	38	2.0%	1353	8.5%
	Multiracial	11	1.6%	6	5.6%	15	3.5%	239	1.9%	40	2.1%	311	1.9%
	Other	13	1.9%	1	.9%	17	4.0%	284	2.2%	45	2.4%	360	2.3%
	Unknown	31	4.5%	3	2.8%	29	6.8%	523	4.1%	186	10.0%	772	4.8%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Length of Stay in Treatment	15 days or less	344	49.9%	12	11.1%	57	13.3%	1324	10.3%	131	7.0%	1868	11.7%
	16 - 30 days	183	26.5%	28	25.9%	100	23.4%	907	7.0%	89	4.8%	1307	8.2%
	31 - 45 days	18	2.6%	15	13.9%	66	15.5%	686	5.3%	28	1.5%	813	5.1%
	46 - 60 days	0	.0%	21	19.4%	45	10.5%	641	5.0%	36	1.9%	743	4.7%
	61 - 75 days	0	.0%	12	11.1%	21	4.9%	553	4.3%	31	1.7%	617	3.9%
	76 - 90 days	0	.0%	0	.0%	22	5.2%	417	3.2%	32	1.7%	471	3.0%
	Over 90 days	0	.0%	0	.0%	20	4.7%	4621	35.9%	721	38.6%	5362	33.6%
	Unknown	145	21.0%	20	18.5%	96	22.5%	3720	28.9%	800	42.8%	4781	30.0%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%
Source of Funding	Private	194	28.1%	3	2.8%	16	3.7%	7026	54.6%	687	36.8%	7926	49.7%
	Public	383	55.5%	91	84.3%	329	77.0%	3519	27.3%	666	35.7%	4988	31.2%
	Unknown	113	16.4%	14	13.0%	82	19.2%	2324	18.1%	515	27.6%	3048	19.1%
	Total	690	100.0%	108	100.0%	427	100.0%	12869	100.0%	1868	100.0%	15962	100.0%

Table 2a.
Community Treatment Programs: Adult Patient Responses to Questions 1 and 3
by Treatment Modality and Gender
Intensive Inpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	177	44.3%	152	55.1%	6	42.9%	335	48.6%
	Mostly satisfied	200	50.0%	113	40.9%	8	57.1%	321	46.5%
	Subtotal	377	94.3%	265	96.0%	14	100.0%	656	95.1%
	Dissatisfied	18	4.5%	7	2.5%	0	.0%	25	3.6%
	Very dissatisfied	4	1.0%	2	.7%	0	.0%	6	.9%
	Subtotal	22	5.5%	9	3.3%	0	.0%	31	4.5%
	Did not respond	1	.3%	2	.7%	0	.0%	3	.4%
	Total	400	100.0%	276	100.0%	14	100.0%	690	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	266	66.5%	176	63.8%	10	71.4%	452	65.5%
	Some of the time	118	29.5%	89	32.2%	2	14.3%	209	30.3%
	Subtotal	384	96.0%	265	96.0%	12	85.7%	661	95.8%
	Little of the time	12	3.0%	10	3.6%	2	14.3%	24	3.5%
	Never	3	.8%	0	.0%	0	.0%	3	.4%
	Subtotal	15	3.8%	10	3.6%	2	14.3%	27	3.9%
	Did not respond	1	.3%	1	.4%	0	.0%	2	.3%
	Total	400	100.0%	276	100.0%	14	100.0%	690	100.0%

Recovery House

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	29	47.5%	18	40.0%	2	100.0%	49	45.4%
	Mostly satisfied	29	47.5%	24	53.3%	0	.0%	53	49.1%
	Subtotal	58	95.1%	42	93.3%	2	100.0%	102	94.4%
	Dissatisfied	2	3.3%	2	4.4%	0	.0%	4	3.7%
	Very dissatisfied	1	1.6%	1	2.2%	0	.0%	2	1.9%
	Subtotal	3	4.9%	3	6.7%	0	.0%	6	5.6%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	61	100.0%	45	100.0%	2	100.0%	108	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	40	65.6%	23	51.1%	1	50.0%	64	59.3%
	Some of the time	19	31.1%	20	44.4%	1	50.0%	40	37.0%
	Subtotal	59	96.7%	43	95.6%	2	100.0%	104	96.3%
	Little of the time	1	1.6%	2	4.4%	0	.0%	3	2.8%
	Never	1	1.6%	0	.0%	0	.0%	1	.9%
	Subtotal	2	3.3%	2	4.4%	0	.0%	4	3.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	61	100.0%	45	100.0%	2	100.0%	108	100.0%

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Clients Speak Out 2004
Appendix A

Long-term Residential

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	70	29.2%	60	34.7%	4	28.6%	134	31.4%
	Mostly satisfied	146	60.8%	99	57.2%	9	64.3%	254	59.5%
	Subtotal	216	90.0%	159	91.9%	13	92.9%	388	90.9%
	Dissatisfied	19	7.9%	10	5.8%	1	7.1%	30	7.0%
	Very dissatisfied	2	.8%	2	1.2%	0	.0%	4	.9%
	Subtotal	21	8.8%	12	6.9%	1	7.1%	34	8.0%
	Did not respond	3	1.3%	2	1.2%	0	.0%	5	1.2%
	Total	240	100.0%	173	100.0%	14	100.0%	427	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	146	60.8%	90	52.0%	9	64.3%	245	57.4%
	Some of the time	87	36.3%	76	43.9%	2	14.3%	165	38.6%
	Subtotal	233	97.1%	166	96.0%	11	78.6%	410	96.0%
	Little of the time	5	2.1%	7	4.0%	2	14.3%	14	3.3%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	5	2.1%	7	4.0%	2	14.3%	14	3.3%
	Did not respond	2	.8%	0	.0%	1	7.1%	3	.7%
	Total	240	100.0%	173	100.0%	14	100.0%	427	100.0%

Outpatient/Intensive Outpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	5032	56.4%	2249	62.0%	192	58.5%	7473	58.1%
	Mostly satisfied	3622	40.6%	1282	35.4%	115	35.1%	5019	39.0%
	Subtotal	8654	97.1%	3531	97.4%	307	93.6%	12492	97.1%
	Dissatisfied	162	1.8%	55	1.5%	12	3.7%	229	1.8%
	Very dissatisfied	53	.6%	22	.6%	3	.9%	78	.6%
	Subtotal	215	2.4%	77	2.1%	15	4.6%	307	2.4%
	Did not respond	46	.5%	18	.5%	6	1.8%	70	.5%
	Total	8915	100.0%	3626	100.0%	328	100.0%	12869	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	7878	88.4%	3149	86.8%	271	82.6%	11298	87.8%
	Some of the time	912	10.2%	432	11.9%	41	12.5%	1385	10.8%
	Subtotal	8790	98.6%	3581	98.8%	312	95.1%	12683	98.6%
	Little of the time	55	.6%	21	.6%	7	2.1%	83	.6%
	Never	21	.2%	3	.1%	1	.3%	25	.2%
	Subtotal	76	.9%	24	.7%	8	2.4%	108	.8%
	Did not respond	49	.5%	21	.6%	8	2.4%	78	.6%
	Total	8915	100.0%	3626	100.0%	328	100.0%	12869	100.0%

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Clients Speak Out 2004
Appendix A

Methadone*									
		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	437	46.8%	375	46.8%	39	29.1%	851	45.6%
	Mostly satisfied	432	46.3%	384	47.9%	78	58.2%	894	47.9%
	Subtotal	869	93.1%	759	94.8%	117	87.3%	1745	93.4%
	Dissatisfied	45	4.8%	20	2.5%	12	9.0%	77	4.1%
	Very dissatisfied	14	1.5%	17	2.1%	3	2.2%	34	1.8%
	Subtotal	59	6.3%	37	4.6%	15	11.2%	111	5.9%
	Did not respond	5	.5%	5	.6%	2	1.5%	12	.6%
	Total	933	100.0%	801	100.0%	134	100.0%	1868	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	674	72.2%	531	66.3%	74	55.2%	1279	68.5%
	Some of the time	227	24.3%	234	29.2%	45	33.6%	506	27.1%
	Subtotal	901	96.6%	765	95.5%	119	88.8%	1785	95.6%
	Little of the time	20	2.1%	18	2.2%	9	6.7%	47	2.5%
	Never	4	.4%	5	.6%	0	.0%	9	.5%
	Subtotal	24	2.6%	23	2.9%	9	6.7%	56	3.0%
	Did not respond	8	.9%	13	1.6%	6	4.5%	27	1.4%
	Total	933	100.0%	801	100.0%	134	100.0%	1868	100.0%

*Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Table 2b.
Community Treatment Programs: Adult Responses to Questions 1 and 3
by Treatment Modality and Ethnic/Racial Background
Intensive Inpatient

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	219	47.7%	18	50.0%	47	46.1%	22	64.7%	9	32.1%	20	64.5%	335	48.6%
	Mostly satisfied	218	47.5%	17	47.2%	50	49.0%	10	29.4%	16	57.1%	10	32.3%	321	46.5%
	Subtotal	437	95.2%	35	97.2%	97	95.1%	32	94.1%	25	89.3%	30	96.8%	656	95.1%
	Dissatisfied	15	3.3%	1	2.8%	4	3.9%	2	5.9%	2	7.1%	1	3.2%	25	3.6%
	Very dissatisfied	4	.9%	0	.0%	1	1.0%	0	.0%	1	3.6%	0	.0%	6	.9%
	Subtotal	19	4.1%	1	2.8%	5	4.9%	2	5.9%	3	10.7%	1	3.2%	31	4.5%
	Did not respond	3	.7%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	3	.4%
	Total	459	100.0%	36	100.0%	102	100.0%	34	100.0%	28	100.0%	31	100.0%	690	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	303	66.0%	23	63.9%	61	59.8%	26	76.5%	19	67.9%	20	64.5%	452	65.5%
	Some of the time	138	30.1%	12	33.3%	35	34.3%	7	20.6%	8	28.6%	9	29.0%	209	30.3%
	Subtotal	441	96.1%	35	97.2%	96	94.1%	33	97.1%	27	96.4%	29	93.5%	661	95.8%
	Little of the time	16	3.5%	1	2.8%	4	3.9%	0	.0%	1	3.6%	2	6.5%	24	3.5%
	Never	1	.2%	0	.0%	1	1.0%	1	2.9%	0	.0%	0	.0%	3	.4%
	Subtotal	17	3.7%	1	2.8%	5	4.9%	1	2.9%	1	3.6%	2	6.5%	27	3.9%
	Did not respond	1	.2%	0	.0%	1	1.0%	0	.0%	0	.0%	0	.0%	2	.3%
	Total	459	100.0%	36	100.0%	102	100.0%	34	100.0%	28	100.0%	31	100.0%	690	100.0%

Recovery House

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	28	41.2%	6	54.5%	4	50.0%	3	37.5%	5	50.0%	3	100.0%	49	45.4%
	Mostly satisfied	35	51.5%	5	45.5%	4	50.0%	4	50.0%	5	50.0%	0	.0%	53	49.1%
	Subtotal	63	92.6%	11	100.0%	8	100.0%	7	87.5%	10	100.0%	3	100.0%	102	94.4%
	Dissatisfied	4	5.9%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	4	3.7%
	Very dissatisfied	1	1.5%	0	.0%	0	.0%	1	12.5%	0	.0%	0	.0%	2	1.9%
	Subtotal	5	7.4%	0	.0%	0	.0%	1	12.5%	0	.0%	0	.0%	6	5.6%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	68	100.0%	11	100.0%	8	100.0%	8	100.0%	10	100.0%	3	100.0%	108	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	44	64.7%	5	45.5%	4	50.0%	5	62.5%	5	50.0%	1	33.3%	64	59.3%
	Some of the time	21	30.9%	5	45.5%	4	50.0%	3	37.5%	5	50.0%	2	66.7%	40	37.0%
	Subtotal	65	95.6%	10	90.9%	8	100.0%	8	100.0%	10	100.0%	3	100.0%	104	96.3%
	Little of the time	2	2.9%	1	9.1%	0	.0%	0	.0%	0	.0%	0	.0%	3	2.8%
	Never	1	1.5%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	.9%
	Subtotal	3	4.4%	1	9.1%	0	.0%	0	.0%	0	.0%	0	.0%	4	3.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	68	100.0%	11	100.0%	8	100.0%	8	100.0%	10	100.0%	3	100.0%	108	100.0%

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Clients Speak Out 2004
Appendix A

Long-term Residential

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	84	29.6%	6	31.6%	16	39.0%	6	31.6%	10	28.6%	12	41.4%	134	31.4%
	Mostly satisfied	170	59.9%	13	68.4%	22	53.7%	11	57.9%	23	65.7%	15	51.7%	254	59.5%
	Subtotal	254	89.4%	19	100.0%	38	92.7%	17	89.5%	33	94.3%	27	93.1%	388	90.9%
	Dissatisfied	23	8.1%	0	.0%	2	4.9%	1	5.3%	2	5.7%	2	6.9%	30	7.0%
	Very dissatisfied	4	1.4%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	4	.9%
	Subtotal	27	9.5%	0	.0%	2	4.9%	1	5.3%	2	5.7%	2	6.9%	34	8.0%
	Did not respond	3	1.1%	0	.0%	1	2.4%	1	5.3%	0	.0%	0	.0%	5	1.2%
	Total	284	100.0%	19	100.0%	41	100.0%	19	100.0%	35	100.0%	29	100.0%	427	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	165	58.1%	11	57.9%	21	51.2%	10	52.6%	23	65.7%	15	51.7%	245	57.4%
	Some of the time	110	38.7%	7	36.8%	19	46.3%	7	36.8%	12	34.3%	10	34.5%	165	38.6%
	Subtotal	275	96.8%	18	94.7%	40	97.6%	17	89.5%	35	100.0%	25	86.2%	410	96.0%
	Little of the time	7	2.5%	1	5.3%	1	2.4%	2	10.5%	0	.0%	3	10.3%	14	3.3%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	7	2.5%	1	5.3%	1	2.4%	2	10.5%	0	.0%	3	10.3%	14	3.3%
	Did not respond	2	.7%	0	.0%	0	.0%	0	.0%	0	.0%	1	3.4%	3	.7%
	Total	284	100.0%	19	100.0%	41	100.0%	19	100.0%	35	100.0%	29	100.0%	427	100.0%

Outpatient/Intensive Outpatient

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	5032	55.9%	308	55.4%	420	58.2%	953	76.0%	459	56.0%	301	57.6%	7473	58.1%
	Mostly satisfied	3727	41.4%	227	40.8%	279	38.6%	263	21.0%	328	40.0%	195	37.3%	5019	39.0%
	Subtotal	8759	97.4%	535	96.2%	699	96.8%	1216	97.0%	787	96.1%	496	94.8%	12492	97.1%
	Dissatisfied	157	1.7%	15	2.7%	12	1.7%	13	1.0%	15	1.8%	17	3.3%	229	1.8%
	Very dissatisfied	48	.5%	1	.2%	5	.7%	11	.9%	9	1.1%	4	.8%	78	.6%
	Subtotal	205	2.3%	16	2.9%	17	2.4%	24	1.9%	24	2.9%	21	4.0%	307	2.4%
	Did not respond	31	.3%	5	.9%	6	.8%	14	1.1%	8	1.0%	6	1.1%	70	.5%
	Total	8995	100.0%	556	100.0%	722	100.0%	1254	100.0%	819	100.0%	523	100.0%	12869	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	7950	88.4%	478	86.0%	634	87.8%	1104	88.0%	690	84.2%	442	84.5%	11298	87.8%
	Some of the time	948	10.5%	67	12.1%	77	10.7%	111	8.9%	121	14.8%	61	11.7%	1385	10.8%
	Subtotal	8898	98.9%	545	98.0%	711	98.5%	1215	96.9%	811	99.0%	503	96.2%	12683	98.6%
	Little of the time	45	.5%	6	1.1%	3	.4%	16	1.3%	5	.6%	8	1.5%	83	.6%
	Never	9	.1%	2	.4%	1	.1%	9	.7%	2	.2%	2	.4%	25	.2%
	Subtotal	54	.6%	8	1.4%	4	.6%	25	2.0%	7	.9%	10	1.9%	108	.8%
	Did not respond	43	.5%	3	.5%	7	1.0%	14	1.1%	1	.1%	10	1.9%	78	.6%
	Total	8995	100.0%	556	100.0%	722	100.0%	1254	100.0%	819	100.0%	523	100.0%	12869	100.0%

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Clients Speak Out 2004
Appendix A

Methadone*

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	643	48.3%	37	35.9%	41	45.1%	16	42.1%	53	44.5%	61	32.8%	851	45.6%
	Mostly satisfied	618	46.4%	61	59.2%	42	46.2%	19	50.0%	54	45.4%	100	53.8%	894	47.9%
	Subtotal	1261	94.7%	98	95.1%	83	91.2%	35	92.1%	107	89.9%	161	86.6%	1745	93.4%
	Dissatisfied	43	3.2%	2	1.9%	5	5.5%	1	2.6%	7	5.9%	19	10.2%	77	4.1%
	Very dissatisfied	19	1.4%	2	1.9%	3	3.3%	1	2.6%	5	4.2%	4	2.2%	34	1.8%
	Subtotal	62	4.7%	4	3.9%	8	8.8%	2	5.3%	12	10.1%	23	12.4%	111	5.9%
	Did not respond	8	.6%	1	1.0%	0	.0%	1	2.6%	0	.0%	2	1.1%	12	.6%
	Total	1331	100.0%	103	100.0%	91	100.0%	38	100.0%	119	100.0%	186	100.0%	1868	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	951	71.5%	65	63.1%	58	63.7%	23	60.5%	73	61.3%	109	58.6%	1279	68.5%
	Some of the time	336	25.2%	31	30.1%	32	35.2%	12	31.6%	39	32.8%	56	30.1%	506	27.1%
	Subtotal	1287	96.7%	96	93.2%	90	98.9%	35	92.1%	112	94.1%	165	88.7%	1785	95.6%
	Little of the time	26	2.0%	5	4.9%	0	.0%	1	2.6%	3	2.5%	12	6.5%	47	2.5%
	Never	6	.5%	0	.0%	0	.0%	0	.0%	3	2.5%	0	.0%	9	.5%
	Subtotal	32	2.4%	5	4.9%	0	.0%	1	2.6%	6	5.0%	12	6.5%	56	3.0%
	Did not respond	12	.9%	2	1.9%	1	1.1%	2	5.3%	1	.8%	9	4.8%	27	1.4%
	Total	1331	100.0%	103	100.0%	91	100.0%	38	100.0%	119	100.0%	186	100.0%	1868	100.0%

*Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Table 2c.
Community Treatment Programs: Adult Patient Responses to Questions 1 and 3
by Treatment Modality and Length of Stay in Treatment
Intensive Inpatient

		Length of Stay in Treatment									
		7 days or less		8 - 14 days		Over 14 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	76	46.1%	77	47.2%	111	51.2%	71	49.0%	335	48.6%
	Mostly satisfied	84	50.9%	81	49.7%	94	43.3%	62	42.8%	321	46.5%
	Subtotal	160	97.0%	158	96.9%	205	94.5%	133	91.7%	656	95.1%
	Dissatisfied	4	2.4%	4	2.5%	9	4.1%	8	5.5%	25	3.6%
	Very dissatisfied	1	.6%	0	.0%	3	1.4%	2	1.4%	6	.9%
	Subtotal	5	3.0%	4	2.5%	12	5.5%	10	6.9%	31	4.5%
	Did not respond	0	.0%	1	.6%	0	.0%	2	1.4%	3	.4%
	Total	165	100.0%	163	100.0%	217	100.0%	145	100.0%	690	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	121	73.3%	110	67.5%	137	63.1%	84	57.9%	452	65.5%
	Some of the time	39	23.6%	49	30.1%	70	32.3%	51	35.2%	209	30.3%
	Subtotal	160	97.0%	159	97.5%	207	95.4%	135	93.1%	661	95.8%
	Little of the time	5	3.0%	3	1.8%	8	3.7%	8	5.5%	24	3.5%
	Never	0	.0%	1	.6%	1	.5%	1	.7%	3	.4%
	Subtotal	5	3.0%	4	2.5%	9	4.1%	9	6.2%	27	3.9%
	Did not respond	0	.0%	0	.0%	1	.5%	1	.7%	2	.3%
	Total	165	100.0%	163	100.0%	217	100.0%	145	100.0%	690	100.0%

Recovery House

		Length of Stay in Treatment									
		20 days or less		21 - 40 days		Over 40 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	12	57.1%	13	43.3%	17	45.9%	7	35.0%	49	45.4%
	Mostly satisfied	7	33.3%	15	50.0%	19	51.4%	12	60.0%	53	49.1%
	Subtotal	19	90.5%	28	93.3%	36	97.3%	19	95.0%	102	94.4%
	Dissatisfied	2	9.5%	1	3.3%	0	.0%	1	5.0%	4	3.7%
	Very dissatisfied	0	.0%	1	3.3%	1	2.7%	0	.0%	2	1.9%
	Subtotal	2	9.5%	2	6.7%	1	2.7%	1	5.0%	6	5.6%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	21	100.0%	30	100.0%	37	100.0%	20	100.0%	108	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	14	66.7%	19	63.3%	21	56.8%	10	50.0%	64	59.3%
	Some of the time	6	28.6%	10	33.3%	15	40.5%	9	45.0%	40	37.0%
	Subtotal	20	95.2%	29	96.7%	36	97.3%	19	95.0%	104	96.3%
	Little of the time	1	4.8%	1	3.3%	0	.0%	1	5.0%	3	2.8%
	Never	0	.0%	0	.0%	1	2.7%	0	.0%	1	.9%
	Subtotal	1	4.8%	1	3.3%	1	2.7%	1	5.0%	4	3.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	21	100.0%	30	100.0%	37	100.0%	20	100.0%	108	100.0%

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Clients Speak Out 2004
Appendix A

Long-term Residential

		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	47	29.9%	37	33.3%	18	28.6%	32	33.3%	134	31.4%
	Mostly satisfied	96	61.1%	67	60.4%	39	61.9%	52	54.2%	254	59.5%
	Subtotal	143	91.1%	104	93.7%	57	90.5%	84	87.5%	388	90.9%
	Dissatisfied	12	7.6%	6	5.4%	3	4.8%	9	9.4%	30	7.0%
	Very dissatisfied	1	.6%	1	.9%	2	3.2%	0	.0%	4	.9%
	Subtotal	13	8.3%	7	6.3%	5	7.9%	9	9.4%	34	8.0%
	Did not respond	1	.6%	0	.0%	1	1.6%	3	3.1%	5	1.2%
	Total	157	100.0%	111	100.0%	63	100.0%	96	100.0%	427	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	92	58.6%	65	58.6%	27	42.9%	61	63.5%	245	57.4%
	Some of the time	63	40.1%	43	38.7%	33	52.4%	26	27.1%	165	38.6%
	Subtotal	155	98.7%	108	97.3%	60	95.2%	87	90.6%	410	96.0%
	Little of the time	2	1.3%	3	2.7%	3	4.8%	6	6.3%	14	3.3%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	2	1.3%	3	2.7%	3	4.8%	6	6.3%	14	3.3%
	Did not respond	0	.0%	0	.0%	0	.0%	3	3.1%	3	.7%
	Total	157	100.0%	111	100.0%	63	100.0%	96	100.0%	427	100.0%

Outpatient/Intensive Outpatient

		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	1237	55.4%	793	59.8%	3357	60.0%	2086	56.1%	7473	58.1%
	Mostly satisfied	927	41.6%	501	37.8%	2118	37.9%	1473	39.6%	5019	39.0%
	Subtotal	2164	97.0%	1294	97.5%	5475	97.9%	3559	95.7%	12492	97.1%
	Dissatisfied	36	1.6%	16	1.2%	84	1.5%	93	2.5%	229	1.8%
	Very dissatisfied	18	.8%	10	.8%	10	.2%	40	1.1%	78	.6%
	Subtotal	54	2.4%	26	2.0%	94	1.7%	133	3.6%	307	2.4%
	Did not respond	13	.6%	7	.5%	22	.4%	28	.8%	70	.5%
	Total	2231	100.0%	1327	100.0%	5591	100.0%	3720	100.0%	12869	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	1985	89.0%	1181	89.0%	4900	87.6%	3232	86.9%	11298	87.8%
	Some of the time	219	9.8%	128	9.6%	626	11.2%	412	11.1%	1385	10.8%
	Subtotal	2204	98.8%	1309	98.6%	5526	98.8%	3644	98.0%	12683	98.6%
	Little of the time	14	.6%	5	.4%	29	.5%	35	.9%	83	.6%
	Never	2	.1%	4	.3%	8	.1%	11	.3%	25	.2%
	Subtotal	16	.7%	9	.7%	37	.7%	46	1.2%	108	.8%
	Did not respond	11	.5%	9	.7%	28	.5%	30	.8%	78	.6%
	Total	2231	100.0%	1327	100.0%	5591	100.0%	3720	100.0%	12869	100.0%

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Clients Speak Out 2004
Appendix A

Methadone*											
		Length of Stay in Treatment									
		90 days or less		91 - 180 days		Over 180 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	183	52.7%	58	53.7%	287	46.8%	323	40.4%	851	45.6%
	Mostly satisfied	153	44.1%	44	40.7%	287	46.8%	410	51.3%	894	47.9%
	Subtotal	336	96.8%	102	94.4%	574	93.6%	733	91.6%	1745	93.4%
	Dissatisfied	7	2.0%	2	1.9%	23	3.8%	45	5.6%	77	4.1%
	Very dissatisfied	4	1.2%	2	1.9%	13	2.1%	15	1.9%	34	1.8%
	Subtotal	11	3.2%	4	3.7%	36	5.9%	60	7.5%	111	5.9%
	Did not respond	0	.0%	2	1.9%	3	.5%	7	.9%	12	.6%
	Total	347	100.0%	108	100.0%	613	100.0%	800	100.0%	1868	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	270	77.8%	82	75.9%	416	67.9%	511	63.9%	1279	68.5%
	Some of the time	69	19.9%	25	23.1%	171	27.9%	241	30.1%	506	27.1%
	Subtotal	339	97.7%	107	99.1%	587	95.8%	752	94.0%	1785	95.6%
	Little of the time	5	1.4%	0	.0%	17	2.8%	25	3.1%	47	2.5%
	Never	0	.0%	0	.0%	3	.5%	6	.8%	9	.5%
	Subtotal	5	1.4%	0	.0%	20	3.3%	31	3.9%	56	3.0%
	Did not respond	3	.9%	1	.9%	6	1.0%	17	2.1%	27	1.4%
	Total	347	100.0%	108	100.0%	613	100.0%	800	100.0%	1868	100.0%

*Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Table 2d.
Community Treatment Programs: Adult Patient Responses to Questions 1 and 3
by Treatment Modality and Funding
Intensive Inpatient

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	110	56.7%	172	44.9%	53	46.9%	335	48.6%
	Mostly satisfied	80	41.2%	186	48.6%	55	48.7%	321	46.5%
	Subtotal	190	97.9%	358	93.5%	108	95.6%	656	95.1%
	Dissatisfied	3	1.5%	19	5.0%	3	2.7%	25	3.6%
	Very dissatisfied	0	.0%	6	1.6%	0	.0%	6	.9%
	Subtotal	3	1.5%	25	6.5%	3	2.7%	31	4.5%
	Did not respond	1	.5%	0	.0%	2	1.8%	3	.4%
	Total	194	100.0%	383	100.0%	113	100.0%	690	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	132	68.0%	243	63.4%	77	68.1%	452	65.5%
	Some of the time	56	28.9%	123	32.1%	30	26.5%	209	30.3%
	Subtotal	188	96.9%	366	95.6%	107	94.7%	661	95.8%
	Little of the time	5	2.6%	15	3.9%	4	3.5%	24	3.5%
	Never	1	.5%	1	.3%	1	.9%	3	.4%
	Subtotal	6	3.1%	16	4.2%	5	4.4%	27	3.9%
	Did not respond	0	.0%	1	.3%	1	.9%	2	.3%
	Total	194	100.0%	383	100.0%	113	100.0%	690	100.0%

Recovery House

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	2	66.7%	39	42.9%	8	57.1%	49	45.4%
	Mostly satisfied	1	33.3%	46	50.5%	6	42.9%	53	49.1%
	Subtotal	3	100.0%	85	93.4%	14	100.0%	102	94.4%
	Dissatisfied	0	.0%	4	4.4%	0	.0%	4	3.7%
	Very dissatisfied	0	.0%	2	2.2%	0	.0%	2	1.9%
	Subtotal	0	.0%	6	6.6%	0	.0%	6	5.6%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	3	100.0%	91	100.0%	14	100.0%	108	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	3	100.0%	55	60.4%	6	42.9%	64	59.3%
	Some of the time	0	.0%	32	35.2%	8	57.1%	40	37.0%
	Subtotal	3	100.0%	87	95.6%	14	100.0%	104	96.3%
	Little of the time	0	.0%	3	3.3%	0	.0%	3	2.8%
	Never	0	.0%	1	1.1%	0	.0%	1	.9%
	Subtotal	0	.0%	4	4.4%	0	.0%	4	3.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	3	100.0%	91	100.0%	14	100.0%	108	100.0%

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Clients Speak Out 2004
Appendix A

Long-term Residential									
		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	4	25.0%	105	31.9%	25	30.5%	134	31.4%
	Mostly satisfied	9	56.3%	195	59.3%	50	61.0%	254	59.5%
	Subtotal	13	81.3%	300	91.2%	75	91.5%	388	90.9%
	Dissatisfied	1	6.3%	25	7.6%	4	4.9%	30	7.0%
	Very dissatisfied	1	6.3%	2	.6%	1	1.2%	4	.9%
	Subtotal	2	12.5%	27	8.2%	5	6.1%	34	8.0%
	Did not respond	1	6.3%	2	.6%	2	2.4%	5	1.2%
	Total	16	100.0%	329	100.0%	82	100.0%	427	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	11	68.8%	185	56.2%	49	59.8%	245	57.4%
	Some of the time	5	31.3%	134	40.7%	26	31.7%	165	38.6%
	Subtotal	16	100.0%	319	97.0%	75	91.5%	410	96.0%
	Little of the time	0	.0%	8	2.4%	6	7.3%	14	3.3%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	8	2.4%	6	7.3%	14	3.3%
	Did not respond	0	.0%	2	.6%	1	1.2%	3	.7%
	Total	16	100.0%	329	100.0%	82	100.0%	427	100.0%

Outpatient/Intensive Outpatient									
		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	4171	59.4%	1960	55.7%	1342	57.7%	7473	58.1%
	Mostly satisfied	2679	38.1%	1450	41.2%	890	38.3%	5019	39.0%
	Subtotal	6850	97.5%	3410	96.9%	2232	96.0%	12492	97.1%
	Dissatisfied	114	1.6%	69	2.0%	46	2.0%	229	1.8%
	Very dissatisfied	34	.5%	22	.6%	22	.9%	78	.6%
	Subtotal	148	2.1%	91	2.6%	68	2.9%	307	2.4%
	Did not respond	28	.4%	18	.5%	24	1.0%	70	.5%
	Total	7026	100.0%	3519	100.0%	2324	100.0%	12869	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	6337	90.2%	2982	84.7%	1979	85.2%	11298	87.8%
	Some of the time	621	8.8%	475	13.5%	289	12.4%	1385	10.8%
	Subtotal	6958	99.0%	3457	98.2%	2268	97.6%	12683	98.6%
	Little of the time	26	.4%	34	1.0%	23	1.0%	83	.6%
	Never	9	.1%	6	.2%	10	.4%	25	.2%
	Subtotal	35	.5%	40	1.1%	33	1.4%	108	.8%
	Did not respond	33	.5%	22	.6%	23	1.0%	78	.6%
	Total	7026	100.0%	3519	100.0%	2324	100.0%	12869	100.0%

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Methadone*									
		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	346	50.4%	280	42.0%	225	43.7%	851	45.6%
	Mostly satisfied	301	43.8%	353	53.0%	240	46.6%	894	47.9%
	Subtotal	647	94.2%	633	95.0%	465	90.3%	1745	93.4%
	Dissatisfied	27	3.9%	17	2.6%	33	6.4%	77	4.1%
	Very dissatisfied	11	1.6%	11	1.7%	12	2.3%	34	1.8%
	Subtotal	38	5.5%	28	4.2%	45	8.7%	111	5.9%
	Did not respond	2	.3%	5	.8%	5	1.0%	12	.6%
	Total	687	100.0%	666	100.0%	515	100.0%	1868	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	510	74.2%	426	64.0%	343	66.6%	1279	68.5%
	Some of the time	152	22.1%	214	32.1%	140	27.2%	506	27.1%
	Subtotal	662	96.4%	640	96.1%	483	93.8%	1785	95.6%
	Little of the time	11	1.6%	15	2.3%	21	4.1%	47	2.5%
	Never	5	.7%	3	.5%	1	.2%	9	.5%
	Subtotal	16	2.3%	18	2.7%	22	4.3%	56	3.0%
	Did not respond	9	1.3%	8	1.2%	10	1.9%	27	1.4%
	Total	687	100.0%	666	100.0%	515	100.0%	1868	100.0%

*Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 21, 2005.

Table 3a.
Community Outpatient Treatment Programs: Comparing Responses to Questions 1-6 of the Adult Patient Satisfaction Survey Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing Spanish Survey		Hispanics Completing English Survey		Non-Hispanics Completing English Survey	
		Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	613	90.1%	340	59.2%	6465	56.0%
	Mostly satisfied	49	7.2%	214	37.3%	4745	41.1%
	Subtotal	662	97.4%	554	96.5%	11210	97.1%
	Dissatisfied	3	.4%	10	1.7%	216	1.9%
	Very dissatisfied	5	.7%	6	1.0%	66	.6%
	Subtotal	8	1.2%	16	2.8%	282	2.4%
	Did not respond	10	1.5%	4	.7%	55	.5%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	584	85.9%	302	52.6%	6343	54.9%
	Mostly satisfied	71	10.4%	249	43.4%	4771	41.3%
	Subtotal	655	96.3%	551	96.0%	11114	96.3%
	Dissatisfied	5	.7%	17	3.0%	338	2.9%
	Very dissatisfied	10	1.5%	2	.3%	49	.4%
	Subtotal	15	2.2%	19	3.3%	387	3.4%
	Did not respond	10	1.5%	4	.7%	46	.4%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	619	91.0%	485	84.5%	10133	87.8%
	Some of the time	35	5.1%	76	13.2%	1271	11.0%
	Subtotal	654	96.2%	561	97.7%	11404	98.8%
	Little of the time	11	1.6%	5	.9%	64	.6%
	Never	6	.9%	3	.5%	15	.1%
	Subtotal	17	2.5%	8	1.4%	79	.7%
	Did not respond	9	1.3%	5	.9%	64	.6%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	623	91.6%	391	68.1%	7160	62.0%
	Somewhat helpful	36	5.3%	158	27.5%	3826	33.1%
	Subtotal	659	96.9%	549	95.6%	10986	95.1%
	Not helpful	0	.0%	6	1.0%	251	2.2%
	Made things worse	2	.3%	1	.2%	27	.2%
	Subtotal	2	.3%	7	1.2%	278	2.4%
	Did not receive	11	1.6%	13	2.3%	195	1.7%
	Did not respond	8	1.2%	5	.9%	88	.8%
	Total	680	100.0%	574	100.0%	11547	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	558	82.1%	372	64.8%	7087	61.4%
	Somewhat helpful	56	8.2%	132	23.0%	2936	25.4%
	Subtotal	614	90.3%	504	87.8%	10023	86.8%
	Not helpful	2	.3%	6	1.0%	274	2.4%
	Made things worse	2	.3%	3	.5%	11	.1%
	Subtotal	4	.6%	9	1.6%	285	2.5%
	Did not receive	45	6.6%	49	8.5%	1079	9.3%
	Did not respond	17	2.5%	12	2.1%	160	1.4%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	538	79.1%	341	59.4%	6741	58.4%
	Yes, probably	108	15.9%	174	30.3%	3775	32.7%
	Subtotal	646	95.0%	515	89.7%	10516	91.1%
	No, probably not	13	1.9%	24	4.2%	581	5.0%
	No, definitely not	10	1.5%	13	2.3%	152	1.3%
	Subtotal	23	3.4%	37	6.4%	733	6.3%
	Did not respond	11	1.6%	22	3.8%	298	2.6%
	Total	680	100.0%	574	100.0%	11547	100.0%

Table 3b.
Community Outpatient Treatment Programs: Comparing Responses to Questions 7-12a of the Adult Patient Satisfaction Survey Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing Spanish Survey		Hispanics Completing English Survey		Non-Hispanics Completing English Survey	
		Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	408	60.0%	217	37.8%	3595	31.1%
	No	241	35.4%	343	59.8%	7726	66.9%
	Did not respond	31	4.6%	14	2.4%	226	2.0%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	200	49.0%	115	53.0%	1726	48.0%
	Somewhat helpful	89	21.8%	62	28.6%	1045	29.1%
	Subtotal	289	70.8%	177	81.6%	2771	77.1%
	Not very helpful	50	12.3%	16	7.4%	277	7.7%
	Not helpful at all	9	2.2%	15	6.9%	346	9.6%
	Subtotal	59	14.5%	31	14.3%	623	17.3%
	Did not respond	60	14.7%	9	4.1%	201	5.6%
	Total	408	100.0%	217	100.0%	3595	100.0%
Q8. Did you need medical services?	Yes	291	42.8%	104	18.1%	2111	18.3%
	No	372	54.7%	454	79.1%	9216	79.8%
	Did not respond	17	2.5%	16	2.8%	220	1.9%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	98	33.7%	60	57.7%	1094	51.8%
	Somewhat helpful	75	25.8%	18	17.3%	582	27.6%
	Subtotal	173	59.5%	78	75.0%	1676	79.4%
	Not very helpful	58	19.9%	7	6.7%	190	9.0%
	Not helpful at all	6	2.1%	10	9.6%	148	7.0%
	Subtotal	64	22.0%	17	16.3%	338	16.0%
	Did not respond	54	18.6%	9	8.7%	97	4.6%
	Total	291	100.0%	104	100.0%	2111	100.0%

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Q9. Did you need family services?	Yes	170	25.0%	85	14.8%	1392	12.1%
	No	489	71.9%	473	82.4%	9920	85.9%
	Did not respond	21	3.1%	16	2.8%	235	2.0%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	46	27.1%	44	51.8%	726	52.2%
	Somewhat helpful	46	27.1%	21	24.7%	412	29.6%
	Subtotal	92	54.1%	65	76.5%	1138	81.8%
	Not very helpful	57	33.5%	7	8.2%	109	7.8%
	Not helpful at all	5	2.9%	6	7.1%	90	6.5%
	Subtotal	62	36.5%	13	15.3%	199	14.3%
	Did not respond	16	9.4%	7	8.2%	55	4.0%
	Total	170	100.0%	85	100.0%	1392	100.0%
Q10. Did you need mental health services?	Yes	127	18.7%	92	16.0%	2009	17.4%
	No	538	79.1%	469	81.7%	9319	80.7%
	Did not respond	15	2.2%	13	2.3%	219	1.9%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	23	18.1%	36	39.1%	1010	50.3%
	Somewhat helpful	16	12.6%	30	32.6%	590	29.4%
	Subtotal	39	30.7%	66	71.7%	1600	79.6%
	Not very helpful	65	51.2%	7	7.6%	165	8.2%
	Not helpful at all	14	11.0%	9	9.8%	143	7.1%
	Subtotal	79	62.2%	16	17.4%	308	15.3%
	Did not respond	9	7.1%	10	10.9%	101	5.0%
	Total	127	100.0%	92	100.0%	2009	100.0%
Q11. Did you need educational or vocational services?	Yes	212	31.2%	77	13.4%	1274	11.0%
	No	443	65.1%	481	83.8%	10026	86.8%
	Did not respond	25	3.7%	16	2.8%	247	2.1%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	68	32.1%	34	44.2%	473	37.1%
	Somewhat helpful	56	26.4%	19	24.7%	408	32.0%
	Subtotal	124	58.5%	53	68.8%	881	69.2%
	Not very helpful	56	26.4%	5	6.5%	154	12.1%
	Not helpful at all	8	3.8%	9	11.7%	139	10.9%
	Subtotal	64	30.2%	14	18.2%	293	23.0%
	Did not respond	24	11.3%	10	13.0%	100	7.8%
	Total	212	100.0%	77	100.0%	1274	100.0%

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Q12. Did you need employment services?	Yes	194	28.5%	70	12.2%	1255	10.9%
	No	462	67.9%	490	85.4%	10061	87.1%
	Did not respond	24	3.5%	14	2.4%	231	2.0%
	Total	680	100.0%	574	100.0%	11547	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	62	32.0%	18	25.7%	360	28.7%
	Somewhat helpful	36	18.6%	21	30.0%	383	30.5%
	Subtotal	98	50.5%	39	55.7%	743	59.2%
	Not very helpful	62	32.0%	9	12.9%	211	16.8%
	Not helpful at all	7	3.6%	10	14.3%	204	16.3%
	Subtotal	69	35.6%	19	27.1%	415	33.1%
	Did not respond	27	13.9%	12	17.1%	97	7.7%
	Total	194	100.0%	70	100.0%	1255	100.0%

Table 3c.
Community Outpatient Treatment Programs: Comparing Patient Characteristics Between Hispanic Patients
Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version
of the Adult Patient Satisfaction Survey

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing Spanish Survey		Hispanics Completing English Survey		Non-Hispanics Completing English Survey	
		Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	21	3.1%	63	11.0%	657	5.7%
	21 - 25	107	15.7%	150	26.1%	1824	15.8%
	26 - 30	125	18.4%	95	16.6%	1451	12.6%
	31 - 35	111	16.3%	73	12.7%	1459	12.6%
	36 - 40	81	11.9%	62	10.8%	1483	12.8%
	41 - 45	44	6.5%	51	8.9%	1551	13.4%
	46 - 50	39	5.7%	22	3.8%	1213	10.5%
	51 - 55	25	3.7%	18	3.1%	727	6.3%
	Over 55	11	1.6%	11	1.9%	596	5.2%
	Unknown	116	17.1%	29	5.1%	586	5.1%
	Total	680	100.0%	574	100.0%	11547	100.0%
Gender	Male	649	95.4%	420	73.2%	7793	67.5%
	Female	8	1.2%	146	25.4%	3471	30.1%
	Unknown	23	3.4%	8	1.4%	283	2.5%
	Total	680	100.0%	574	100.0%	11547	100.0%
Ethnic/Racial Background	White/European American	0	.0%	0	.0%	8990	77.9%
	Black/African American	0	.0%	0	.0%	556	4.8%
	Asian/Pacific Islander	0	.0%	0	.0%	273	2.4%
	Native American/Eskimo/Aleut	0	.0%	0	.0%	720	6.2%
	Hispanic	680	100.0%	574	100.0%	0	.0%
	Multiracial	0	.0%	0	.0%	237	2.1%
	Other	0	.0%	0	.0%	277	2.4%
	Unknown	0	.0%	0	.0%	494	4.3%
	Total	680	100.0%	574	100.0%	11547	100.0%
Length of Stay in Treatment	15 days or less	55	8.1%	73	12.7%	1193	10.3%
	16 - 30 days	43	6.3%	47	8.2%	813	7.0%
	31 - 45 days	40	5.9%	20	3.5%	624	5.4%
	46 - 60 days	35	5.1%	18	3.1%	586	5.1%
	61 - 75 days	29	4.3%	26	4.5%	497	4.3%
	76 - 90 days	19	2.8%	29	5.1%	363	3.1%
	Over 90 days	313	46.0%	201	35.0%	4089	35.4%
	Unknown	146	21.5%	160	27.9%	3382	29.3%
	Total	680	100.0%	574	100.0%	11547	100.0%
Source of Funding	Private	497	73.1%	324	56.4%	6169	53.4%
	Public	110	16.2%	162	28.2%	3235	28.0%
	Unknown	73	10.7%	88	15.3%	2143	18.6%
	Total	680	100.0%	574	100.0%	11547	100.0%

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Table 4a.
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Intensive Inpatient

		Year											
		2001		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	175	40.5%	194	51.1%	258	50.9%	307	51.5%	335	48.6%	1269	48.7%
	Mostly satisfied	231	53.5%	172	45.3%	229	45.2%	257	43.1%	321	46.5%	1210	46.4%
	Subtotal	406	94.0%	366	96.3%	487	96.1%	564	94.6%	656	95.1%	2479	95.2%
	Dissatisfied	19	4.4%	4	1.1%	15	3.0%	21	3.5%	25	3.6%	84	3.2%
	Very dissatisfied	4	.9%	4	1.1%	3	.6%	8	1.3%	6	.9%	25	1.0%
	Subtotal	23	5.3%	8	2.1%	18	3.6%	29	4.9%	31	4.5%	109	4.2%
	Did not respond	3	.7%	6	1.6%	2	.4%	3	.5%	3	.4%	17	.7%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	2605	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	143	33.1%	169	44.5%	234	46.2%	296	49.7%	319	46.2%	1161	44.6%
	Mostly satisfied	255	59.0%	188	49.5%	233	46.0%	247	41.4%	307	44.5%	1230	47.2%
	Subtotal	398	92.1%	357	93.9%	467	92.1%	543	91.1%	626	90.7%	2391	91.8%
	Dissatisfied	26	6.0%	17	4.5%	33	6.5%	41	6.9%	49	7.1%	166	6.4%
	Very dissatisfied	6	1.4%	1	.3%	5	1.0%	8	1.3%	14	2.0%	34	1.3%
	Subtotal	32	7.4%	18	4.7%	38	7.5%	49	8.2%	63	9.1%	200	7.7%
	Did not respond	2	.5%	5	1.3%	2	.4%	4	.7%	1	.1%	14	.5%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	2605	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	268	62.0%	243	63.9%	351	69.2%	399	66.9%	452	65.5%	1713	65.8%
	Some of the time	153	35.4%	127	33.4%	137	27.0%	180	30.2%	209	30.3%	806	30.9%
	Subtotal	421	97.5%	370	97.4%	488	96.3%	579	97.1%	661	95.8%	2519	96.7%
	Little of the time	11	2.5%	7	1.8%	13	2.6%	12	2.0%	24	3.5%	67	2.6%
	Never	0	.0%	0	.0%	3	.6%	1	.2%	3	.4%	7	.3%
	Subtotal	11	2.5%	7	1.8%	16	3.2%	13	2.2%	27	3.9%	74	2.8%
	Did not respond	0	.0%	3	.8%	3	.6%	4	.7%	2	.3%	12	.5%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	2605	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	267	61.8%	257	67.6%	350	69.0%	390	65.4%	438	63.5%	1702	65.3%
	Somewhat helpful	146	33.8%	107	28.2%	134	26.4%	181	30.4%	225	32.6%	793	30.4%
	Subtotal	413	95.6%	364	95.8%	484	95.5%	571	95.8%	663	96.1%	2495	95.8%
	Not helpful	13	3.0%	5	1.3%	10	2.0%	12	2.0%	11	1.6%	51	2.0%
	Made things worse	1	.2%	0	.0%	1	.2%	2	.3%	1	.1%	5	.2%
	Subtotal	14	3.2%	5	1.3%	11	2.2%	14	2.3%	12	1.7%	56	2.1%
	Did not receive	2	.5%	3	.8%	5	1.0%	8	1.3%	9	1.3%	27	1.0%
	Did not respond	3	.7%	8	2.1%	7	1.4%	3	.5%	6	.9%	27	1.0%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	2605	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	246	56.9%	244	64.2%	312	61.5%	349	58.6%	389	56.4%	1540	59.1%
	Somewhat helpful	122	28.2%	83	21.8%	124	24.5%	109	18.3%	167	24.2%	605	23.2%
	Subtotal	368	85.2%	327	86.1%	436	86.0%	458	76.8%	556	80.6%	2145	82.3%
	Not helpful	12	2.8%	6	1.6%	15	3.0%	19	3.2%	23	3.3%	75	2.9%
	Made things worse	1	.2%	2	.5%	1	.2%	1	.2%	1	.1%	6	.2%
	Subtotal	13	3.0%	8	2.1%	16	3.2%	20	3.4%	24	3.5%	81	3.1%
	Did not receive	43	10.0%	37	9.7%	41	8.1%	113	19.0%	95	13.8%	329	12.6%
	Did not respond	8	1.9%	8	2.1%	14	2.8%	5	.8%	15	2.2%	50	1.9%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	2605	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	196	45.4%	205	53.9%	259	51.1%	314	52.7%	348	50.4%	1322	50.7%
	Yes, probably	161	37.3%	126	33.2%	172	33.9%	188	31.5%	201	29.1%	848	32.6%
	Subtotal	357	82.6%	331	87.1%	431	85.0%	502	84.2%	549	79.6%	2170	83.3%
	No, probably not	50	11.6%	35	9.2%	43	8.5%	56	9.4%	94	13.6%	278	10.7%
	No, definitely not	19	4.4%	5	1.3%	19	3.7%	19	3.2%	23	3.3%	85	3.3%
	Subtotal	69	16.0%	40	10.5%	62	12.2%	75	12.6%	117	17.0%	363	13.9%
	Did not respond	6	1.4%	9	2.4%	14	2.8%	19	3.2%	24	3.5%	72	2.8%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	2605	100.0%

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Table 4b.
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Recovery House

		Year											
		2001		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	62	33.2%	91	54.8%	74	49.7%	61	55.5%	49	45.4%	337	46.8%
	Mostly satisfied	109	58.3%	70	42.2%	73	49.0%	42	38.2%	53	49.1%	347	48.2%
	Subtotal	171	91.4%	161	97.0%	147	98.7%	103	93.6%	102	94.4%	684	95.0%
	Dissatisfied	12	6.4%	4	2.4%	1	.7%	4	3.6%	4	3.7%	25	3.5%
	Very dissatisfied	4	2.1%	1	.6%	1	.7%	1	.9%	2	1.9%	9	1.3%
	Subtotal	16	8.6%	5	3.0%	2	1.3%	5	4.5%	6	5.6%	34	4.7%
	Did not respond	0	.0%	0	.0%	0	.0%	2	1.8%	0	.0%	2	.3%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	720	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	57	30.5%	70	42.2%	65	43.6%	46	41.8%	40	37.0%	278	38.6%
	Mostly satisfied	100	53.5%	88	53.0%	75	50.3%	58	52.7%	58	53.7%	379	52.6%
	Subtotal	157	84.0%	158	95.2%	140	94.0%	104	94.5%	98	90.7%	657	91.3%
	Dissatisfied	24	12.8%	7	4.2%	7	4.7%	5	4.5%	7	6.5%	50	6.9%
	Very dissatisfied	6	3.2%	1	.6%	1	.7%	0	.0%	3	2.8%	11	1.5%
	Subtotal	30	16.0%	8	4.8%	8	5.4%	5	4.5%	10	9.3%	61	8.5%
	Did not respond	0	.0%	0	.0%	1	.7%	1	.9%	0	.0%	2	.3%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	720	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	118	63.1%	117	70.5%	108	72.5%	72	65.5%	64	59.3%	479	66.5%
	Some of the time	58	31.0%	45	27.1%	39	26.2%	35	31.8%	40	37.0%	217	30.1%
	Subtotal	176	94.1%	162	97.6%	147	98.7%	107	97.3%	104	96.3%	696	96.7%
	Little of the time	10	5.3%	4	2.4%	1	.7%	1	.9%	3	2.8%	19	2.6%
	Never	1	.5%	0	.0%	1	.7%	0	.0%	1	.9%	3	.4%
	Subtotal	11	5.9%	4	2.4%	2	1.3%	1	.9%	4	3.7%	22	3.1%
	Did not respond	0	.0%	0	.0%	0	.0%	2	1.8%	0	.0%	2	.3%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	720	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	93	49.7%	112	67.5%	107	71.8%	76	69.1%	63	58.3%	451	62.6%
	Somewhat helpful	83	44.4%	51	30.7%	37	24.8%	29	26.4%	41	38.0%	241	33.5%
	Subtotal	176	94.1%	163	98.2%	144	96.6%	105	95.5%	104	96.3%	692	96.1%
	Not helpful	6	3.2%	2	1.2%	4	2.7%	2	1.8%	4	3.7%	18	2.5%
	Made things worse	2	1.1%	0	.0%	1	.7%	1	.9%	0	.0%	4	.6%
	Subtotal	8	4.3%	2	1.2%	5	3.4%	3	2.7%	4	3.7%	22	3.1%
	Did not receive	1	.5%	0	.0%	0	.0%	0	.0%	0	.0%	1	.1%
	Did not respond	2	1.1%	1	.6%	0	.0%	2	1.8%	0	.0%	5	.7%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	720	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	116	62.0%	116	69.9%	109	73.2%	82	74.5%	71	65.7%	494	68.6%
	Somewhat helpful	53	28.3%	33	19.9%	31	20.8%	20	18.2%	29	26.9%	166	23.1%
	Subtotal	169	90.4%	149	89.8%	140	94.0%	102	92.7%	100	92.6%	660	91.7%
	Not helpful	3	1.6%	4	2.4%	2	1.3%	3	2.7%	5	4.6%	17	2.4%
	Made things worse	0	.0%	0	.0%	2	1.3%	0	.0%	0	.0%	2	.3%
	Subtotal	3	1.6%	4	2.4%	4	2.7%	3	2.7%	5	4.6%	19	2.6%
	Did not receive	13	7.0%	9	5.4%	4	2.7%	2	1.8%	1	.9%	29	4.0%
	Did not respond	2	1.1%	4	2.4%	1	.7%	3	2.7%	2	1.9%	12	1.7%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	720	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	75	40.1%	92	55.4%	95	63.8%	65	59.1%	55	50.9%	382	53.1%
	Yes, probably	65	34.8%	54	32.5%	41	27.5%	26	23.6%	31	28.7%	217	30.1%
	Subtotal	140	74.9%	146	88.0%	136	91.3%	91	82.7%	86	79.6%	599	83.2%
	No, probably not	31	16.6%	12	7.2%	8	5.4%	14	12.7%	16	14.8%	81	11.3%
	No, definitely not	11	5.9%	5	3.0%	4	2.7%	3	2.7%	6	5.6%	29	4.0%
	Subtotal	42	22.5%	17	10.2%	12	8.1%	17	15.5%	22	20.4%	110	15.3%
	Did not respond	5	2.7%	3	1.8%	1	.7%	2	1.8%	0	.0%	11	1.5%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	720	100.0%

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Table 4c.
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Long-term Residential

		Year											
		2001		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	81	35.2%	151	40.7%	119	35.6%	133	30.0%	134	31.4%	618	34.2%
	Mostly satisfied	128	55.7%	195	52.6%	191	57.2%	268	60.4%	254	59.5%	1036	57.4%
	Subtotal	209	90.9%	346	93.3%	310	92.8%	401	90.3%	388	90.9%	1654	91.6%
	Dissatisfied	15	6.5%	18	4.9%	16	4.8%	33	7.4%	30	7.0%	112	6.2%
	Very dissatisfied	4	1.7%	5	1.3%	6	1.8%	7	1.6%	4	.9%	26	1.4%
	Subtotal	19	8.3%	23	6.2%	22	6.6%	40	9.0%	34	8.0%	138	7.6%
	Did not respond	2	.9%	2	.5%	2	.6%	3	.7%	5	1.2%	14	.8%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	1806	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	70	30.4%	167	45.0%	127	38.0%	163	36.7%	157	36.8%	684	37.9%
	Mostly satisfied	122	53.0%	182	49.1%	174	52.1%	241	54.3%	219	51.3%	938	51.9%
	Subtotal	192	83.5%	349	94.1%	301	90.1%	404	91.0%	376	88.1%	1622	89.8%
	Dissatisfied	29	12.6%	17	4.6%	24	7.2%	29	6.5%	48	11.2%	147	8.1%
	Very dissatisfied	4	1.7%	3	.8%	9	2.7%	8	1.8%	1	.2%	25	1.4%
	Subtotal	33	14.3%	20	5.4%	33	9.9%	37	8.3%	49	11.5%	172	9.5%
	Did not respond	5	2.2%	2	.5%	0	.0%	3	.7%	2	.5%	12	.7%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	1806	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	120	52.2%	222	59.8%	168	50.3%	217	48.9%	245	57.4%	972	53.8%
	Some of the time	100	43.5%	132	35.6%	148	44.3%	194	43.7%	165	38.6%	739	40.9%
	Subtotal	220	95.7%	354	95.4%	316	94.6%	411	92.6%	410	96.0%	1711	94.7%
	Little of the time	5	2.2%	14	3.8%	17	5.1%	24	5.4%	14	3.3%	74	4.1%
	Never	2	.9%	1	.3%	0	.0%	2	.5%	0	.0%	5	.3%
	Subtotal	7	3.0%	15	4.0%	17	5.1%	26	5.9%	14	3.3%	79	4.4%
	Did not respond	3	1.3%	2	.5%	1	.3%	7	1.6%	3	.7%	16	.9%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	1806	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	115	50.0%	218	58.8%	189	56.6%	228	51.4%	213	49.9%	963	53.3%
	Somewhat helpful	94	40.9%	132	35.6%	130	38.9%	188	42.3%	190	44.5%	734	40.6%
	Subtotal	209	90.9%	350	94.3%	319	95.5%	416	93.7%	403	94.4%	1697	94.0%
	Not helpful	12	5.2%	14	3.8%	8	2.4%	18	4.1%	21	4.9%	73	4.0%
	Made things worse	3	1.3%	1	.3%	3	.9%	3	.7%	0	.0%	10	.6%
	Subtotal	15	6.5%	15	4.0%	11	3.3%	21	4.7%	21	4.9%	83	4.6%
	Did not receive	3	1.3%	3	.8%	2	.6%	1	.2%	1	.2%	10	.6%
	Did not respond	3	1.3%	3	.8%	2	.6%	6	1.4%	2	.5%	16	.9%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	1806	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	104	45.2%	193	52.0%	178	53.3%	215	48.4%	201	47.1%	891	49.3%
	Somewhat helpful	63	27.4%	96	25.9%	82	24.6%	130	29.3%	120	28.1%	491	27.2%
	Subtotal	167	72.6%	289	77.9%	260	77.8%	345	77.7%	321	75.2%	1382	76.5%
	Not helpful	10	4.3%	7	1.9%	13	3.9%	20	4.5%	17	4.0%	67	3.7%
	Made things worse	1	.4%	1	.3%	2	.6%	1	.2%	0	.0%	5	.3%
	Subtotal	11	4.8%	8	2.2%	15	4.5%	21	4.7%	17	4.0%	72	4.0%
	Did not receive	46	20.0%	65	17.5%	54	16.2%	64	14.4%	79	18.5%	308	17.1%
	Did not respond	6	2.6%	9	2.4%	5	1.5%	14	3.2%	10	2.3%	44	2.4%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	1806	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	88	38.3%	149	40.2%	123	36.8%	154	34.7%	154	36.1%	668	37.0%
	Yes, probably	76	33.0%	141	38.0%	126	37.7%	157	35.4%	158	37.0%	658	36.4%
	Subtotal	164	71.3%	290	78.2%	249	74.6%	311	70.0%	312	73.1%	1326	73.4%
	No, probably not	36	15.7%	44	11.9%	47	14.1%	73	16.4%	75	17.6%	275	15.2%
	No, definitely not	21	9.1%	24	6.5%	25	7.5%	46	10.4%	25	5.9%	141	7.8%
	Subtotal	57	24.8%	68	18.3%	72	21.6%	119	26.8%	100	23.4%	416	23.0%
	Did not respond	9	3.9%	13	3.5%	13	3.9%	14	3.2%	15	3.5%	64	3.5%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	1806	100.0%

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Table 4d.
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Outpatient/Intensive Outpatient

		Year											
		2001		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	3363	53.6%	4454	55.9%	6157	56.4%	6923	56.4%	7473	58.1%	28370	56.4%
	Mostly satisfied	2692	42.9%	3241	40.7%	4407	40.3%	4856	39.6%	5019	39.0%	20215	40.2%
	Subtotal	6055	96.5%	7695	96.5%	10564	96.7%	11779	96.0%	12492	97.1%	48585	96.6%
	Dissatisfied	155	2.5%	171	2.1%	236	2.2%	245	2.0%	229	1.8%	1036	2.1%
	Very dissatisfied	43	.7%	48	.6%	57	.5%	80	.7%	78	.6%	306	.6%
	Subtotal	198	3.2%	219	2.7%	293	2.7%	325	2.6%	307	2.4%	1342	2.7%
	Did not respond	23	.4%	56	.7%	66	.6%	172	1.4%	70	.5%	387	.8%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	50314	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	3347	53.3%	4409	55.3%	5997	54.9%	6782	55.2%	7283	56.6%	27818	55.3%
	Mostly satisfied	2649	42.2%	3260	40.9%	4486	41.1%	4939	40.2%	5103	39.7%	20437	40.6%
	Subtotal	5996	95.5%	7669	96.2%	10483	96.0%	11721	95.5%	12386	96.2%	48255	95.9%
	Dissatisfied	210	3.3%	194	2.4%	315	2.9%	315	2.6%	360	2.8%	1394	2.8%
	Very dissatisfied	34	.5%	60	.8%	55	.5%	67	.5%	62	.5%	278	.6%
	Subtotal	244	3.9%	254	3.2%	370	3.4%	382	3.1%	422	3.3%	1672	3.3%
	Did not respond	36	.6%	47	.6%	70	.6%	173	1.4%	61	.5%	387	.8%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	50314	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	5335	85.0%	6783	85.1%	9453	86.5%	10554	86.0%	11298	87.8%	43423	86.3%
	Some of the time	842	13.4%	1023	12.8%	1298	11.9%	1420	11.6%	1385	10.8%	5968	11.9%
	Subtotal	6177	98.4%	7806	97.9%	10751	98.4%	11974	97.5%	12683	98.6%	49391	98.2%
	Little of the time	61	1.0%	73	.9%	86	.8%	88	.7%	83	.6%	391	.8%
	Never	13	.2%	20	.3%	15	.1%	19	.2%	25	.2%	92	.2%
	Subtotal	74	1.2%	93	1.2%	101	.9%	107	.9%	108	.8%	483	1.0%
	Did not respond	25	.4%	71	.9%	71	.7%	195	1.6%	78	.6%	440	.9%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	50314	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	3892	62.0%	4929	61.8%	6805	62.3%	7705	62.8%	8230	64.0%	31561	62.7%
	Somewhat helpful	2080	33.1%	2561	32.1%	3523	32.3%	3846	31.3%	4030	31.3%	16040	31.9%
	Subtotal	5972	95.2%	7490	94.0%	10328	94.6%	11551	94.1%	12260	95.3%	47601	94.6%
	Not helpful	152	2.4%	193	2.4%	246	2.3%	242	2.0%	257	2.0%	1090	2.2%
	Made things worse	14	.2%	21	.3%	31	.3%	22	.2%	31	.2%	119	.2%
	Subtotal	166	2.6%	214	2.7%	277	2.5%	264	2.2%	288	2.2%	1209	2.4%
	Did not receive	80	1.3%	153	1.9%	195	1.8%	265	2.2%	220	1.7%	913	1.8%
	Did not respond	58	.9%	113	1.4%	123	1.1%	196	1.6%	101	.8%	591	1.2%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	50314	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	3789	60.4%	4925	61.8%	6739	61.7%	7654	62.3%	8073	62.7%	31180	62.0%
	Somewhat helpful	1620	25.8%	1974	24.8%	2704	24.8%	2909	23.7%	3133	24.3%	12340	24.5%
	Subtotal	5409	86.2%	6899	86.6%	9443	86.5%	10563	86.0%	11206	87.1%	43520	86.5%
	Not helpful	170	2.7%	217	2.7%	280	2.6%	287	2.3%	282	2.2%	1236	2.5%
	Made things worse	20	.3%	17	.2%	27	.2%	18	.1%	17	.1%	99	.2%
	Subtotal	190	3.0%	234	2.9%	307	2.8%	305	2.5%	299	2.3%	1335	2.7%
	Did not receive	575	9.2%	672	8.4%	977	8.9%	1118	9.1%	1175	9.1%	4517	9.0%
	Did not respond	102	1.6%	165	2.1%	196	1.8%	290	2.4%	189	1.5%	942	1.9%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	50314	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	3452	55.0%	4467	56.0%	6245	57.2%	7096	57.8%	7668	59.6%	28928	57.5%
	Yes, probably	2140	34.1%	2656	33.3%	3599	32.9%	4020	32.7%	4074	31.7%	16489	32.8%
	Subtotal	5592	89.1%	7123	89.4%	9844	90.1%	11116	90.6%	11742	91.2%	45417	90.3%
	No, probably not	370	5.9%	450	5.6%	583	5.3%	548	4.5%	619	4.8%	2570	5.1%
	No, definitely not	124	2.0%	140	1.8%	179	1.6%	188	1.5%	176	1.4%	807	1.6%
	Subtotal	494	7.9%	590	7.4%	762	7.0%	736	6.0%	795	6.2%	3377	6.7%
	Did not respond	190	3.0%	257	3.2%	317	2.9%	424	3.5%	332	2.6%	1520	3.0%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	50314	100.0%

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Table 4e.
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Methadone*

		Year											
		2001		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	141	46.5%	443	39.6%	625	43.8%	680	39.7%	851	45.6%	2740	42.6%
	Mostly satisfied	136	44.9%	572	51.2%	700	49.0%	891	52.0%	894	47.9%	3193	49.7%
	Subtotal	277	91.4%	1015	90.8%	1325	92.8%	1571	91.7%	1745	93.4%	5933	92.3%
	Dissatisfied	15	5.0%	66	5.9%	58	4.1%	83	4.8%	77	4.1%	299	4.7%
	Very dissatisfied	8	2.6%	25	2.2%	32	2.2%	34	2.0%	34	1.8%	133	2.1%
	Subtotal	23	7.6%	91	8.1%	90	6.3%	117	6.8%	111	5.9%	432	6.7%
	Did not respond	3	1.0%	12	1.1%	13	.9%	25	1.5%	12	.6%	65	1.0%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	6430	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	137	45.2%	457	40.9%	662	46.4%	708	41.3%	881	47.2%	2845	44.2%
	Mostly satisfied	146	48.2%	530	47.4%	675	47.3%	866	50.6%	863	46.2%	3080	47.9%
	Subtotal	283	93.4%	987	88.3%	1337	93.6%	1574	91.9%	1744	93.4%	5925	92.1%
	Dissatisfied	16	5.3%	95	8.5%	53	3.7%	84	4.9%	88	4.7%	336	5.2%
	Very dissatisfied	2	.7%	19	1.7%	23	1.6%	30	1.8%	23	1.2%	97	1.5%
	Subtotal	18	5.9%	114	10.2%	76	5.3%	114	6.7%	111	5.9%	433	6.7%
	Did not respond	2	.7%	17	1.5%	15	1.1%	25	1.5%	13	.7%	72	1.1%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	6430	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	202	66.7%	696	62.3%	917	64.2%	1104	64.4%	1279	68.5%	4198	65.3%
	Some of the time	87	28.7%	338	30.2%	424	29.7%	507	29.6%	506	27.1%	1862	29.0%
	Subtotal	289	95.4%	1034	92.5%	1341	93.9%	1611	94.0%	1785	95.6%	6060	94.2%
	Little of the time	8	2.6%	64	5.7%	49	3.4%	58	3.4%	47	2.5%	226	3.5%
	Never	2	.7%	6	.5%	15	1.1%	6	.4%	9	.5%	38	.6%
	Subtotal	10	3.3%	70	6.3%	64	4.5%	64	3.7%	56	3.0%	264	4.1%
	Did not respond	4	1.3%	14	1.3%	23	1.6%	38	2.2%	27	1.4%	106	1.6%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	6430	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	85	28.1%	373	33.4%	467	32.7%	612	35.7%	652	34.9%	2189	34.0%
	Somewhat helpful	100	33.0%	384	34.3%	466	32.6%	645	37.7%	640	34.3%	2235	34.8%
	Subtotal	185	61.1%	757	67.7%	933	65.3%	1257	73.4%	1292	69.2%	4424	68.8%
	Not helpful	20	6.6%	90	8.1%	133	9.3%	137	8.0%	124	6.6%	504	7.8%
	Made things worse	4	1.3%	12	1.1%	29	2.0%	15	.9%	19	1.0%	79	1.2%
	Subtotal	24	7.9%	102	9.1%	162	11.3%	152	8.9%	143	7.7%	583	9.1%
	Did not receive	83	27.4%	218	19.5%	276	19.3%	258	15.1%	389	20.8%	1224	19.0%
	Did not respond	11	3.6%	41	3.7%	57	4.0%	46	2.7%	44	2.4%	199	3.1%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	6430	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	169	55.8%	614	54.9%	767	53.7%	960	56.0%	1075	57.5%	3585	55.8%
	Somewhat helpful	85	28.1%	364	32.6%	482	33.8%	577	33.7%	577	30.9%	2085	32.4%
	Subtotal	254	83.8%	978	87.5%	1249	87.5%	1537	89.7%	1652	88.4%	5670	88.2%
	Not helpful	23	7.6%	70	6.3%	85	6.0%	93	5.4%	100	5.4%	371	5.8%
	Made things worse	4	1.3%	13	1.2%	25	1.8%	8	.5%	17	.9%	67	1.0%
	Subtotal	27	8.9%	83	7.4%	110	7.7%	101	5.9%	117	6.3%	438	6.8%
	Did not receive	10	3.3%	25	2.2%	20	1.4%	31	1.8%	49	2.6%	135	2.1%
	Did not respond	12	4.0%	32	2.9%	49	3.4%	44	2.6%	50	2.7%	187	2.9%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	6430	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	202	66.7%	685	61.3%	921	64.5%	1131	66.0%	1233	66.0%	4172	64.9%
	Yes, probably	68	22.4%	312	27.9%	362	25.4%	414	24.2%	455	24.4%	1611	25.1%
	Subtotal	270	89.1%	997	89.2%	1283	89.8%	1545	90.2%	1688	90.4%	5783	89.9%
	No, probably not	11	3.6%	56	5.0%	58	4.1%	72	4.2%	89	4.8%	286	4.4%
	No, definitely not	3	1.0%	17	1.5%	21	1.5%	24	1.4%	28	1.5%	93	1.4%
	Subtotal	14	4.6%	73	6.5%	79	5.5%	96	5.6%	117	6.3%	379	5.9%
	Did not respond	19	6.3%	48	4.3%	66	4.6%	72	4.2%	63	3.4%	268	4.2%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	6430	100.0%

*Results for methadone should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey in each year.

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Table 5a.
Community Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey,
March 21-25, 2005

		Treatment Modality							
		Intensive Inpatient		Recovery House		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	26	14.9%	10	28.6%	502	39.5%	538	36.3%
	Mostly satisfied	116	66.3%	20	57.1%	653	51.3%	789	53.2%
	Subtotal	142	81.1%	30	85.7%	1155	90.8%	1327	89.5%
	Dissatisfied	22	12.6%	3	8.6%	79	6.2%	104	7.0%
	Very dissatisfied	11	6.3%	2	5.7%	33	2.6%	46	3.1%
	Subtotal	33	18.9%	5	14.3%	112	8.8%	150	10.1%
	Did not respond	0	.0%	0	.0%	5	.4%	5	.3%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	40	22.9%	6	17.1%	556	43.7%	602	40.6%
	Mostly satisfied	87	49.7%	23	65.7%	617	48.5%	727	49.1%
	Subtotal	127	72.6%	29	82.9%	1173	92.2%	1329	89.7%
	Dissatisfied	38	21.7%	5	14.3%	68	5.3%	111	7.5%
	Very dissatisfied	9	5.1%	1	2.9%	25	2.0%	35	2.4%
	Subtotal	47	26.9%	6	17.1%	93	7.3%	146	9.9%
	Did not respond	1	.6%	0	.0%	6	.5%	7	.5%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	62	35.4%	12	34.3%	1016	79.9%	1090	73.5%
	Some of the time	95	54.3%	19	54.3%	218	17.1%	332	22.4%
	Subtotal	157	89.7%	31	88.6%	1234	97.0%	1422	96.0%
	Little of the time	13	7.4%	3	8.6%	23	1.8%	39	2.6%
	Never	2	1.1%	0	.0%	14	1.1%	16	1.1%
	Subtotal	15	8.6%	3	8.6%	37	2.9%	55	3.7%
	Did not respond	3	1.7%	1	2.9%	1	.1%	5	.3%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Q4. How safe do you feel in this program?	Very safe	85	48.6%	19	54.3%	857	67.4%	961	64.8%
	Somewhat safe	71	40.6%	12	34.3%	333	26.2%	416	28.1%
	Subtotal	156	89.1%	31	88.6%	1190	93.6%	1377	92.9%
	Not very safe	14	8.0%	3	8.6%	32	2.5%	49	3.3%
	Not safe at all	5	2.9%	1	2.9%	20	1.6%	26	1.8%
	Subtotal	19	10.9%	4	11.4%	52	4.1%	75	5.1%
	Did not respond	0	.0%	0	.0%	30	2.4%	30	2.0%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%

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Q5. How helpful are the group sessions?	Very helpful	57	32.6%	16	45.7%	444	34.9%	517	34.9%
	Somewhat helpful	93	53.1%	13	37.1%	615	48.3%	721	48.7%
	Subtotal	150	85.7%	29	82.9%	1059	83.3%	1238	83.5%
	Not helpful	17	9.7%	5	14.3%	118	9.3%	140	9.4%
	Made things worse	4	2.3%	0	.0%	23	1.8%	27	1.8%
	Subtotal	21	12.0%	5	14.3%	141	11.1%	167	11.3%
	Did not receive	3	1.7%	1	2.9%	61	4.8%	65	4.4%
	Did not respond	1	.6%	0	.0%	11	.9%	12	.8%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Q6. How helpful is the individual counseling?	Very helpful	80	45.7%	21	60.0%	527	41.4%	628	42.4%
	Somewhat helpful	74	42.3%	11	31.4%	463	36.4%	548	37.0%
	Subtotal	154	88.0%	32	91.4%	990	77.8%	1176	79.4%
	Not helpful	6	3.4%	2	5.7%	96	7.5%	104	7.0%
	Made things worse	4	2.3%	0	.0%	20	1.6%	24	1.6%
	Subtotal	10	5.7%	2	5.7%	116	9.1%	128	8.6%
	Did not receive	11	6.3%	0	.0%	154	12.1%	165	11.1%
	Did not respond	0	.0%	1	2.9%	12	.9%	13	.9%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	39	22.3%	16	45.7%	502	39.5%	557	37.6%
	Yes, probably	66	37.7%	11	31.4%	541	42.5%	618	41.7%
	Subtotal	105	60.0%	27	77.1%	1043	82.0%	1175	79.3%
	No, probably not	42	24.0%	4	11.4%	134	10.5%	180	12.1%
	No, definitely not	27	15.4%	3	8.6%	79	6.2%	109	7.4%
	Subtotal	69	39.4%	7	20.0%	213	16.7%	289	19.5%
	Did not respond	1	.6%	1	2.9%	16	1.3%	18	1.2%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%

Table 5b.
Community Treatment Programs: Characteristics of Patients Completing the DASA Youth Patient Satisfaction Survey, March 21-25, 2005

		Treatment Modality							
		Intensive Inpatient		Recovery House		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	9	5.1%	1	2.9%	56	4.4%	66	4.5%
	14 – 15	65	37.1%	9	25.7%	349	27.4%	423	28.5%
	16 – 17	88	50.3%	15	42.9%	663	52.1%	766	51.7%
	18 – 21	13	7.4%	10	28.6%	162	12.7%	185	12.5%
	Unknown	0	.0%	0	.0%	42	3.3%	42	2.8%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Gender	Male	108	61.7%	22	62.9%	797	62.7%	927	62.6%
	Female	67	38.3%	13	37.1%	451	35.5%	531	35.8%
	Unknown	0	.0%	0	.0%	24	1.9%	24	1.6%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Ethnic/Racial Background	White	93	53.1%	19	54.3%	759	59.7%	871	58.8%
	Black/African American	6	3.4%	4	11.4%	76	6.0%	86	5.8%
	Asian/Pacific Islander	4	2.3%	0	.0%	52	4.1%	56	3.8%
	Native American/Eskimo/Aleut	22	12.6%	2	5.7%	87	6.8%	111	7.5%
	Hispanic	20	11.4%	2	5.7%	142	11.2%	164	11.1%
	Multiracial	12	6.9%	7	20.0%	66	5.2%	85	5.7%
	Other	5	2.9%	0	.0%	45	3.5%	50	3.4%
	Unknown	13	7.4%	1	2.9%	45	3.5%	59	4.0%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Length of Stay in Treatment	15 days or less	86	49.1%	4	11.4%	147	11.6%	237	16.0%
	16 – 30 days	38	21.7%	14	40.0%	108	8.5%	160	10.8%
	31 – 45 days	11	6.3%	3	8.6%	68	5.3%	82	5.5%
	46 – 60 days	0	.0%	2	5.7%	75	5.9%	77	5.2%
	61 – 75 days	0	.0%	1	2.9%	82	6.4%	83	5.6%
	76 – 90 days	0	.0%	0	.0%	66	5.2%	66	4.5%
	Over 90 days	0	.0%	0	.0%	363	28.5%	363	24.5%
	Unknown	40	22.9%	11	31.4%	363	28.5%	414	27.9%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%
Source of Funding	Private	40	22.9%	6	17.1%	370	29.1%	416	28.1%
	Public	76	43.4%	27	77.1%	492	38.7%	595	40.1%
	Other	17	9.7%	0	.0%	181	14.2%	198	13.4%
	Unknown	42	24.0%	2	5.7%	229	18.0%	273	18.4%
	Total	175	100.0%	35	100.0%	1272	100.0%	1482	100.0%

Table 6a.
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey by Treatment Modality and Gender
Intensive Inpatient

		Gender					
		Male		Female		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	14	13.0%	12	17.9%	26	14.9%
	Mostly satisfied	68	63.0%	48	71.6%	116	66.3%
	Subtotal	82	75.9%	60	89.6%	142	81.1%
	Dissatisfied	18	16.7%	4	6.0%	22	12.6%
	Very dissatisfied	8	7.4%	3	4.5%	11	6.3%
	Subtotal	26	24.1%	7	10.4%	33	18.9%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	108	100.0%	67	100.0%	175	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	46	42.6%	16	23.9%	62	35.4%
	Some of the time	52	48.1%	43	64.2%	95	54.3%
	Subtotal	98	90.7%	59	88.1%	157	89.7%
	Little of the time	7	6.5%	6	9.0%	13	7.4%
	Never	2	1.9%	0	.0%	2	1.1%
	Subtotal	9	8.3%	6	9.0%	15	8.6%
	Did not respond	1	.9%	2	3.0%	3	1.7%
	Total	108	100.0%	67	100.0%	175	100.0%

Recovery House

		Gender					
		Male		Female		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	6	27.3%	4	30.8%	10	28.6%
	Mostly satisfied	12	54.5%	8	61.5%	20	57.1%
	Subtotal	18	81.8%	12	92.3%	30	85.7%
	Dissatisfied	2	9.1%	1	7.7%	3	8.6%
	Very dissatisfied	2	9.1%	0	.0%	2	5.7%
	Subtotal	4	18.2%	1	7.7%	5	14.3%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	22	100.0%	13	100.0%	35	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	6	27.3%	6	46.2%	12	34.3%
	Some of the time	13	59.1%	6	46.2%	19	54.3%
	Subtotal	19	86.4%	12	92.3%	31	88.6%
	Little of the time	3	13.6%	0	.0%	3	8.6%
	Never	0	.0%	0	.0%	0	.0%
	Subtotal	3	13.6%	0	.0%	3	8.6%
	Did not respond	0	.0%	1	7.7%	1	2.9%
	Total	22	100.0%	13	100.0%	35	100.0%

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Outpatient/Intensive Outpatient									
		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	325	40.8%	171	37.9%	6	25.0%	502	39.5%
	Mostly satisfied	399	50.1%	241	53.4%	13	54.2%	653	51.3%
	Subtotal	724	90.8%	412	91.4%	19	79.2%	1155	90.8%
	Dissatisfied	51	6.4%	26	5.8%	2	8.3%	79	6.2%
	Very dissatisfied	21	2.6%	9	2.0%	3	12.5%	33	2.6%
	Subtotal	72	9.0%	35	7.8%	5	20.8%	112	8.8%
	Did not respond	1	.1%	4	.9%	0	.0%	5	.4%
	Total	797	100.0%	451	100.0%	24	100.0%	1272	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	640	80.3%	357	79.2%	19	79.2%	1016	79.9%
	Some of the time	131	16.4%	83	18.4%	4	16.7%	218	17.1%
	Subtotal	771	96.7%	440	97.6%	23	95.8%	1234	97.0%
	Little of the time	15	1.9%	7	1.6%	1	4.2%	23	1.8%
	Never	10	1.3%	4	.9%	0	.0%	14	1.1%
	Subtotal	25	3.1%	11	2.4%	1	4.2%	37	2.9%
	Did not respond	1	.1%	0	.0%	0	.0%	1	.1%
	Total	797	100.0%	451	100.0%	24	100.0%	1272	100.0%

Table 6b.
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey by Treatment Modality and Ethnic/Racial Background
Intensive Inpatient

		Ethnic/Racial Background													
		White		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	14	15.1%	0	.0%	4	18.2%	1	5.0%	4	19.0%	3	23.1%	26	14.9%
	Mostly satisfied	63	67.7%	3	50.0%	16	72.7%	10	50.0%	16	76.2%	8	61.5%	116	66.3%
	Subtotal	77	82.8%	3	50.0%	20	90.9%	11	55.0%	20	95.2%	11	84.6%	142	81.1%
	Dissatisfied	10	10.8%	1	16.7%	2	9.1%	6	30.0%	1	4.8%	2	15.4%	22	12.6%
	Very dissatisfied	6	6.5%	2	33.3%	0	.0%	3	15.0%	0	.0%	0	.0%	11	6.3%
	Subtotal	16	17.2%	3	50.0%	2	9.1%	9	45.0%	1	4.8%	2	15.4%	33	18.9%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	93	100.0%	6	100.0%	22	100.0%	20	100.0%	21	100.0%	13	100.0%	175	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	31	33.3%	3	50.0%	9	40.9%	10	50.0%	9	42.9%	0	.0%	62	35.4%
	Some of the time	55	59.1%	2	33.3%	11	50.0%	8	40.0%	10	47.6%	9	69.2%	95	54.3%
	Subtotal	86	92.5%	5	83.3%	20	90.9%	18	90.0%	19	90.5%	9	69.2%	157	89.7%
	Little of the time	4	4.3%	1	16.7%	2	9.1%	2	10.0%	2	9.5%	2	15.4%	13	7.4%
	Never	1	1.1%	0	.0%	0	.0%	0	.0%	0	.0%	1	7.7%	2	1.1%
	Subtotal	5	5.4%	1	16.7%	2	9.1%	2	10.0%	2	9.5%	3	23.1%	15	8.6%
	Did not respond	2	2.2%	0	.0%	0	.0%	0	.0%	0	.0%	1	7.7%	3	1.7%
	Total	93	100.0%	6	100.0%	22	100.0%	20	100.0%	21	100.0%	13	100.0%	175	100.0%

Recovery House

		Ethnic/Racial Background													
		White		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	5	26.3%	0	.0%	2	100.0%	1	50.0%	2	28.6%	0	.0%	10	28.6%
	Mostly satisfied	12	63.2%	3	75.0%	0	.0%	1	50.0%	3	42.9%	1	100.0%	20	57.1%
	Subtotal	17	89.5%	3	75.0%	2	100.0%	2	100.0%	5	71.4%	1	100.0%	30	85.7%
	Dissatisfied	0	.0%	1	25.0%	0	.0%	0	.0%	2	28.6%	0	.0%	3	8.6%
	Very dissatisfied	2	10.5%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	2	5.7%
	Subtotal	2	10.5%	1	25.0%	0	.0%	0	.0%	2	28.6%	0	.0%	5	14.3%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	19	100.0%	4	100.0%	2	100.0%	2	100.0%	7	100.0%	1	100.0%	35	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	7	36.8%	0	.0%	1	50.0%	0	.0%	3	42.9%	1	100.0%	12	34.3%
	Some of the time	9	47.4%	3	75.0%	1	50.0%	2	100.0%	4	57.1%	0	.0%	19	54.3%
	Subtotal	16	84.2%	3	75.0%	2	100.0%	2	100.0%	7	100.0%	1	100.0%	31	88.6%
	Little of the time	2	10.5%	1	25.0%	0	.0%	0	.0%	0	.0%	0	.0%	3	8.6%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	2	10.5%	1	25.0%	0	.0%	0	.0%	0	.0%	0	.0%	3	8.6%
	Did not respond	1	5.3%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	2.9%
	Total	19	100.0%	4	100.0%	2	100.0%	2	100.0%	7	100.0%	1	100.0%	35	100.0%

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Outpatient/Intensive Outpatient

		Ethnic/Racial Background													
		White		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	306	40.3%	29	38.2%	32	36.8%	58	40.8%	62	38.0%	15	33.3%	502	39.5%
	Mostly satisfied	376	49.5%	37	48.7%	50	57.5%	72	50.7%	90	55.2%	28	62.2%	653	51.3%
	Subtotal	682	89.9%	66	86.8%	82	94.3%	130	91.5%	152	93.3%	43	95.6%	1155	90.8%
	Dissatisfied	55	7.2%	6	7.9%	4	4.6%	4	2.8%	8	4.9%	2	4.4%	79	6.2%
	Very dissatisfied	18	2.4%	4	5.3%	1	1.1%	7	4.9%	3	1.8%	0	.0%	33	2.6%
	Subtotal	73	9.6%	10	13.2%	5	5.7%	11	7.7%	11	6.7%	2	4.4%	112	8.8%
	Did not respond	4	.5%	0	.0%	0	.0%	1	.7%	0	.0%	0	.0%	5	.4%
	Total	759	100.0%	76	100.0%	87	100.0%	142	100.0%	163	100.0%	45	100.0%	1272	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	609	80.2%	53	69.7%	73	83.9%	113	79.6%	129	79.1%	39	86.7%	1016	79.9%
	Some of the time	131	17.3%	19	25.0%	11	12.6%	26	18.3%	27	16.6%	4	8.9%	218	17.1%
	Subtotal	740	97.5%	72	94.7%	84	96.6%	139	97.9%	156	95.7%	43	95.6%	1234	97.0%
	Little of the time	12	1.6%	2	2.6%	1	1.1%	3	2.1%	3	1.8%	2	4.4%	23	1.8%
	Never	7	.9%	2	2.6%	2	2.3%	0	.0%	3	1.8%	0	.0%	14	1.1%
	Subtotal	19	2.5%	4	5.3%	3	3.4%	3	2.1%	6	3.7%	2	4.4%	37	2.9%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	1	.6%	0	.0%	1	.1%
	Total	759	100.0%	76	100.0%	87	100.0%	142	100.0%	163	100.0%	45	100.0%	1272	100.0%

Table 6c.
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction by Treatment Modality and Length of Stay in Treatment
Intensive Inpatient

		Length of Stay in Treatment									
		7 days or less		8 - 14 days		Over 14 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	3	5.8%	8	25.0%	8	15.7%	7	17.5%	26	14.9%
	Mostly satisfied	43	82.7%	13	40.6%	37	72.5%	23	57.5%	116	66.3%
	Subtotal	46	88.5%	21	65.6%	45	88.2%	30	75.0%	142	81.1%
	Dissatisfied	4	7.7%	10	31.3%	5	9.8%	3	7.5%	22	12.6%
	Very dissatisfied	2	3.8%	1	3.1%	1	2.0%	7	17.5%	11	6.3%
	Subtotal	6	11.5%	11	34.4%	6	11.8%	10	25.0%	33	18.9%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	52	100.0%	32	100.0%	51	100.0%	40	100.0%	175	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	21	40.4%	7	21.9%	21	41.2%	13	32.5%	62	35.4%
	Some of the time	29	55.8%	19	59.4%	26	51.0%	21	52.5%	95	54.3%
	Subtotal	50	96.2%	26	81.3%	47	92.2%	34	85.0%	157	89.7%
	Little of the time	1	1.9%	6	18.8%	3	5.9%	3	7.5%	13	7.4%
	Never	1	1.9%	0	.0%	0	.0%	1	2.5%	2	1.1%
	Subtotal	2	3.8%	6	18.8%	3	5.9%	4	10.0%	15	8.6%
	Did not respond	0	.0%	0	.0%	1	2.0%	2	5.0%	3	1.7%
	Total	52	100.0%	32	100.0%	51	100.0%	40	100.0%	175	100.0%

Recovery House

		Length of Stay in Treatment									
		20 days or less		21 - 40 days		Over 40 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	2	28.6%	3	25.0%	2	40.0%	3	27.3%	10	28.6%
	Mostly satisfied	4	57.1%	6	50.0%	2	40.0%	8	72.7%	20	57.1%
	Subtotal	6	85.7%	9	75.0%	4	80.0%	11	100.0%	30	85.7%
	Dissatisfied	1	14.3%	1	8.3%	1	20.0%	0	.0%	3	8.6%
	Very dissatisfied	0	.0%	2	16.7%	0	.0%	0	.0%	2	5.7%
	Subtotal	1	14.3%	3	25.0%	1	20.0%	0	.0%	5	14.3%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	7	100.0%	12	100.0%	5	100.0%	11	100.0%	35	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	4	57.1%	3	25.0%	3	60.0%	2	18.2%	12	34.3%
	Some of the time	3	42.9%	6	50.0%	1	20.0%	9	81.8%	19	54.3%
	Subtotal	7	100.0%	9	75.0%	4	80.0%	11	100.0%	31	88.6%
	Little of the time	0	.0%	2	16.7%	1	20.0%	0	.0%	3	8.6%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	2	16.7%	1	20.0%	0	.0%	3	8.6%
	Did not respond	0	.0%	1	8.3%	0	.0%	0	.0%	1	2.9%
	Total	7	100.0%	12	100.0%	5	100.0%	11	100.0%	35	100.0%

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Appendix A

Outpatient/Intensive Outpatient											
		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	99	38.8%	60	42.0%	224	43.8%	119	32.8%	502	39.5%
	Mostly satisfied	133	52.2%	68	47.6%	257	50.3%	195	53.7%	653	51.3%
	Subtotal	232	91.0%	128	89.5%	481	94.1%	314	86.5%	1155	90.8%
	Dissatisfied	20	7.8%	9	6.3%	18	3.5%	32	8.8%	79	6.2%
	Very dissatisfied	3	1.2%	4	2.8%	11	2.2%	15	4.1%	33	2.6%
	Subtotal	23	9.0%	13	9.1%	29	5.7%	47	12.9%	112	8.8%
	Did not respond	0	.0%	2	1.4%	1	.2%	2	.6%	5	.4%
	Total	255	100.0%	143	100.0%	511	100.0%	363	100.0%	1272	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	211	82.7%	123	86.0%	413	80.8%	269	74.1%	1016	79.9%
	Some of the time	37	14.5%	20	14.0%	84	16.4%	77	21.2%	218	17.1%
	Subtotal	248	97.3%	143	100.0%	497	97.3%	346	95.3%	1234	97.0%
	Little of the time	5	2.0%	0	.0%	9	1.8%	9	2.5%	23	1.8%
	Never	2	.8%	0	.0%	5	1.0%	7	1.9%	14	1.1%
	Subtotal	7	2.7%	0	.0%	14	2.7%	16	4.4%	37	2.9%
	Did not respond	0	.0%	0	.0%	0	.0%	1	.3%	1	.1%
	Total	255	100.0%	143	100.0%	511	100.0%	363	100.0%	1272	100.0%

Table 6d.
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey by Treatment Modality and Funding
Intensive Inpatient

		Source of Funding									
		Private		Public		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	5	12.5%	11	14.5%	1	5.9%	9	21.4%	26	14.9%
	Mostly satisfied	29	72.5%	49	64.5%	10	58.8%	28	66.7%	116	66.3%
	Subtotal	34	85.0%	60	78.9%	11	64.7%	37	88.1%	142	81.1%
	Dissatisfied	5	12.5%	9	11.8%	6	35.3%	2	4.8%	22	12.6%
	Very dissatisfied	1	2.5%	7	9.2%	0	.0%	3	7.1%	11	6.3%
	Subtotal	6	15.0%	16	21.1%	6	35.3%	5	11.9%	33	18.9%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	40	100.0%	76	100.0%	17	100.0%	42	100.0%	175	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	16	40.0%	27	35.5%	5	29.4%	14	33.3%	62	35.4%
	Some of the time	21	52.5%	43	56.6%	7	41.2%	24	57.1%	95	54.3%
	Subtotal	37	92.5%	70	92.1%	12	70.6%	38	90.5%	157	89.7%
	Little of the time	3	7.5%	5	6.6%	4	23.5%	1	2.4%	13	7.4%
	Never	0	.0%	1	1.3%	0	.0%	1	2.4%	2	1.1%
	Subtotal	3	7.5%	6	7.9%	4	23.5%	2	4.8%	15	8.6%
	Did not respond	0	.0%	0	.0%	1	5.9%	2	4.8%	3	1.7%
	Total	40	100.0%	76	100.0%	17	100.0%	42	100.0%	175	100.0%

Recovery House

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	1	16.7%	9	33.3%	0	.0%	10	28.6%
	Mostly satisfied	5	83.3%	13	48.1%	2	100.0%	20	57.1%
	Subtotal	6	100.0%	22	81.5%	2	100.0%	30	85.7%
	Dissatisfied	0	.0%	3	11.1%	0	.0%	3	8.6%
	Very dissatisfied	0	.0%	2	7.4%	0	.0%	2	5.7%
	Subtotal	0	.0%	5	18.5%	0	.0%	5	14.3%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	6	100.0%	27	100.0%	2	100.0%	35	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	3	50.0%	9	33.3%	0	.0%	12	34.3%
	Some of the time	3	50.0%	15	55.6%	1	50.0%	19	54.3%
	Subtotal	6	100.0%	24	88.9%	1	50.0%	31	88.6%
	Little of the time	0	.0%	3	11.1%	0	.0%	3	8.6%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	3	11.1%	0	.0%	3	8.6%
	Did not respond	0	.0%	0	.0%	1	50.0%	1	2.9%
	Total	6	100.0%	27	100.0%	2	100.0%	35	100.0%

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		Outpatient/Intensive Outpatient									
		Source of Funding									
		Private		Public		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	144	38.9%	220	44.7%	57	31.5%	81	35.4%	502	39.5%
	Mostly satisfied	197	53.2%	225	45.7%	109	60.2%	122	53.3%	653	51.3%
	Subtotal	341	92.2%	445	90.4%	166	91.7%	203	88.6%	1155	90.8%
	Dissatisfied	23	6.2%	28	5.7%	10	5.5%	18	7.9%	79	6.2%
	Very dissatisfied	4	1.1%	17	3.5%	5	2.8%	7	3.1%	33	2.6%
	Subtotal	27	7.3%	45	9.1%	15	8.3%	25	10.9%	112	8.8%
	Did not respond	2	.5%	2	.4%	0	.0%	1	.4%	5	.4%
	Total	370	100.0%	492	100.0%	181	100.0%	229	100.0%	1272	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	306	82.7%	399	81.1%	141	77.9%	170	74.2%	1016	79.9%
	Some of the time	57	15.4%	77	15.7%	33	18.2%	51	22.3%	218	17.1%
	Subtotal	363	98.1%	476	96.7%	174	96.1%	221	96.5%	1234	97.0%
	Little of the time	5	1.4%	10	2.0%	2	1.1%	6	2.6%	23	1.8%
	Never	1	.3%	6	1.2%	5	2.8%	2	.9%	14	1.1%
	Subtotal	6	1.6%	16	3.3%	7	3.9%	8	3.5%	37	2.9%
	Did not respond	1	.3%	0	.0%	0	.0%	0	.0%	1	.1%
	Total	370	100.0%	492	100.0%	181	100.0%	229	100.0%	1272	100.0%

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Appendix A

Table 7a.
Community Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by Year of Survey in Residential Treatment*

		Year									
		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	17	16.0%	42	29.4%	58	27.9%	36	17.1%	153	22.9%
	Mostly satisfied	79	74.5%	82	57.3%	130	62.5%	136	64.8%	427	64.0%
	Subtotal	96	90.6%	124	86.7%	188	90.4%	172	81.9%	580	87.0%
	Dissatisfied	7	6.6%	14	9.8%	15	7.2%	25	11.9%	61	9.1%
	Very dissatisfied	2	1.9%	5	3.5%	2	1.0%	13	6.2%	22	3.3%
	Subtotal	9	8.5%	19	13.3%	17	8.2%	38	18.1%	83	12.4%
	Did not respond	1	.9%	0	.0%	3	1.4%	0	.0%	4	.6%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	667	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	20	18.9%	35	24.5%	52	25.0%	46	21.9%	153	22.9%
	Mostly satisfied	55	51.9%	79	55.2%	124	59.6%	110	52.4%	368	55.2%
	Subtotal	75	70.8%	114	79.7%	176	84.6%	156	74.3%	521	78.1%
	Dissatisfied	29	27.4%	17	11.9%	30	14.4%	43	20.5%	119	17.8%
	Very dissatisfied	2	1.9%	10	7.0%	0	.0%	10	4.8%	22	3.3%
	Subtotal	31	29.2%	27	18.9%	30	14.4%	53	25.2%	141	21.1%
	Did not respond	0	.0%	2	1.4%	2	1.0%	1	.5%	5	.7%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	667	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	31	29.2%	56	39.2%	90	43.3%	74	35.2%	251	37.6%
	Some of the time	60	56.6%	75	52.4%	102	49.0%	114	54.3%	351	52.6%
	Subtotal	91	85.8%	131	91.6%	192	92.3%	188	89.5%	602	90.3%
	Little of the time	11	10.4%	8	5.6%	13	6.3%	16	7.6%	48	7.2%
	Never	3	2.8%	3	2.1%	1	.5%	2	1.0%	9	1.3%
	Subtotal	14	13.2%	11	7.7%	14	6.7%	18	8.6%	57	8.5%
	Did not respond	1	.9%	1	.7%	2	1.0%	4	1.9%	8	1.2%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	667	100.0%
Q4. How safe do you feel in this program?	Very safe	60	56.6%	73	51.0%	126	60.6%	104	49.5%	363	54.4%
	Somewhat safe	40	37.7%	57	39.9%	74	35.6%	83	39.5%	254	38.1%
	Subtotal	100	94.3%	130	90.9%	200	96.2%	187	89.0%	617	92.5%
	Not very safe	5	4.7%	10	7.0%	5	2.4%	17	8.1%	37	5.5%
	Not safe at all	1	.9%	3	2.1%	3	1.4%	6	2.9%	13	1.9%
	Subtotal	6	5.7%	13	9.1%	8	3.8%	23	11.0%	50	7.5%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	667	100.0%

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Q5. How helpful are the group sessions?	Very helpful	31	29.2%	45	31.5%	83	39.9%	73	34.8%	232	34.8%
	Somewhat helpful	62	58.5%	70	49.0%	99	47.6%	106	50.5%	337	50.5%
	Subtotal	93	87.7%	115	80.4%	182	87.5%	179	85.2%	569	85.3%
	Not helpful	6	5.7%	21	14.7%	20	9.6%	22	10.5%	69	10.3%
	Made things worse	2	1.9%	4	2.8%	2	1.0%	4	1.9%	12	1.8%
	Subtotal	8	7.5%	25	17.5%	22	10.6%	26	12.4%	81	12.1%
	Did not receive	3	2.8%	2	1.4%	2	1.0%	4	1.9%	11	1.6%
	Did not respond	2	1.9%	1	.7%	2	1.0%	1	.5%	6	.9%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	667	100.0%
Q6. How helpful is the individual counseling?	Very helpful	48	45.3%	65	45.5%	104	50.0%	101	48.1%	318	47.7%
	Somewhat helpful	39	36.8%	58	40.6%	73	35.1%	85	40.5%	255	38.2%
	Subtotal	87	82.1%	123	86.0%	177	85.1%	186	88.6%	573	85.9%
	Not helpful	8	7.5%	10	7.0%	9	4.3%	8	3.8%	35	5.2%
	Made things worse	1	.9%	0	.0%	1	.5%	4	1.9%	6	.9%
	Subtotal	9	8.5%	10	7.0%	10	4.8%	12	5.7%	41	6.1%
	Did not receive	8	7.5%	9	6.3%	18	8.7%	11	5.2%	46	6.9%
	Did not respond	2	1.9%	1	.7%	3	1.4%	1	.5%	7	1.0%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	667	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	21	19.8%	46	32.2%	65	31.3%	55	26.2%	187	28.0%
	Yes, probably	42	39.6%	50	35.0%	96	46.2%	77	36.7%	265	39.7%
	Subtotal	63	59.4%	96	67.1%	161	77.4%	132	62.9%	452	67.8%
	No, probably not	30	28.3%	26	18.2%	22	10.6%	46	21.9%	124	18.6%
	No, definitely not	11	10.4%	19	13.3%	22	10.6%	30	14.3%	82	12.3%
	Subtotal	41	38.7%	45	31.5%	44	21.2%	76	36.2%	206	30.9%
	Did not respond	2	1.9%	2	1.4%	3	1.4%	2	1.0%	9	1.3%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	667	100.0%

*Responses of youth patients in intensive inpatient and recovery house were combined in a single "residential" category in order to keep confidential the identity of one recovery house participating in 2003.

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Table 7b.
Community Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by Year of Survey in Outpatient Treatment

		Year									
		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	353	36.3%	444	37.4%	505	40.2%	502	39.5%	1804	38.5%
	Mostly satisfied	536	55.1%	633	53.3%	647	51.5%	653	51.3%	2469	52.7%
	Subtotal	889	91.5%	1077	90.7%	1152	91.7%	1155	90.8%	4273	91.1%
	Dissatisfied	53	5.5%	69	5.8%	63	5.0%	79	6.2%	264	5.6%
	Very dissatisfied	27	2.8%	40	3.4%	32	2.5%	33	2.6%	132	2.8%
	Subtotal	80	8.2%	109	9.2%	95	7.6%	112	8.8%	396	8.4%
	Did not respond	3	.3%	2	.2%	9	.7%	5	.4%	19	.4%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	4688	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	418	43.0%	478	40.2%	573	45.6%	556	43.7%	2025	43.2%
	Mostly satisfied	459	47.2%	617	51.9%	600	47.8%	617	48.5%	2293	48.9%
	Subtotal	877	90.2%	1095	92.2%	1173	93.4%	1173	92.2%	4318	92.1%
	Dissatisfied	63	6.5%	49	4.1%	55	4.4%	68	5.3%	235	5.0%
	Very dissatisfied	28	2.9%	40	3.4%	21	1.7%	25	2.0%	114	2.4%
	Subtotal	91	9.4%	89	7.5%	76	6.1%	93	7.3%	349	7.4%
	Did not respond	4	.4%	4	.3%	7	.6%	6	.5%	21	.4%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	4688	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	760	78.2%	926	77.9%	985	78.4%	1016	79.9%	3687	78.6%
	Some of the time	172	17.7%	210	17.7%	230	18.3%	218	17.1%	830	17.7%
	Subtotal	932	95.9%	1136	95.6%	1215	96.7%	1234	97.0%	4517	96.4%
	Little of the time	19	2.0%	33	2.8%	19	1.5%	23	1.8%	94	2.0%
	Never	10	1.0%	11	.9%	12	1.0%	14	1.1%	47	1.0%
	Subtotal	29	3.0%	44	3.7%	31	2.5%	37	2.9%	141	3.0%
	Did not respond	11	1.1%	8	.7%	10	.8%	1	.1%	30	.6%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	4688	100.0%
Q4. How safe do you feel in this program?	Very safe	649	66.8%	786	66.2%	874	69.6%	857	67.4%	3166	67.5%
	Somewhat safe	281	28.9%	337	28.4%	314	25.0%	333	26.2%	1265	27.0%
	Subtotal	930	95.7%	1123	94.5%	1188	94.6%	1190	93.6%	4431	94.5%
	Not very safe	26	2.7%	34	2.9%	34	2.7%	32	2.5%	126	2.7%
	Not safe at all	9	.9%	15	1.3%	21	1.7%	20	1.6%	65	1.4%
	Subtotal	35	3.6%	49	4.1%	55	4.4%	52	4.1%	191	4.1%
	Did not respond	7	.7%	16	1.3%	13	1.0%	30	2.4%	66	1.4%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	4688	100.0%
Q5. How helpful are the group sessions?	Very helpful	313	32.2%	395	33.2%	479	38.1%	444	34.9%	1631	34.8%
	Somewhat helpful	486	50.0%	595	50.1%	572	45.5%	615	48.3%	2268	48.4%
	Subtotal	799	82.2%	990	83.3%	1051	83.7%	1059	83.3%	3899	83.2%

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	Not helpful	98	10.1%	104	8.8%	110	8.8%	118	9.3%	430	9.2%
	Made things worse	18	1.9%	19	1.6%	17	1.4%	23	1.8%	77	1.6%
	Subtotal	116	11.9%	123	10.4%	127	10.1%	141	11.1%	507	10.8%
	Did not receive	45	4.6%	58	4.9%	61	4.9%	61	4.8%	225	4.8%
	Did not respond	12	1.2%	17	1.4%	17	1.4%	11	.9%	57	1.2%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	4688	100.0%
Q6. How helpful is the individual counseling?	Very helpful	351	36.1%	473	39.8%	521	41.5%	527	41.4%	1872	39.9%
	Somewhat helpful	371	38.2%	452	38.0%	497	39.6%	463	36.4%	1783	38.0%
	Subtotal	722	74.3%	925	77.9%	1018	81.1%	990	77.8%	3655	78.0%
	Not helpful	84	8.6%	88	7.4%	88	7.0%	96	7.5%	356	7.6%
	Made things worse	10	1.0%	5	.4%	13	1.0%	20	1.6%	48	1.0%
	Subtotal	94	9.7%	93	7.8%	101	8.0%	116	9.1%	404	8.6%
	Did not receive	140	14.4%	161	13.6%	113	9.0%	154	12.1%	568	12.1%
	Did not respond	16	1.6%	9	.8%	24	1.9%	12	.9%	61	1.3%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	4688	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	375	38.6%	465	39.1%	514	40.9%	502	39.5%	1856	39.6%
	Yes, probably	388	39.9%	501	42.2%	504	40.1%	541	42.5%	1934	41.3%
	Subtotal	763	78.5%	966	81.3%	1018	81.1%	1043	82.0%	3790	80.8%
	No, probably not	123	12.7%	131	11.0%	144	11.5%	134	10.5%	532	11.3%
	No, definitely not	69	7.1%	71	6.0%	78	6.2%	79	6.2%	297	6.3%
	Subtotal	192	19.8%	202	17.0%	222	17.7%	213	16.7%	829	17.7%
	Did not respond	17	1.7%	20	1.7%	16	1.3%	16	1.3%	69	1.5%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	4688	100.0%

Table 8a.
Department of Corrections (DOC) Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 21-25, 2005

		Treatment Modality					
		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	51	23.1%	383	39.0%	434	36.1%
	Mostly satisfied	142	64.3%	515	52.5%	657	54.7%
	Subtotal	193	87.3%	898	91.5%	1091	90.8%
	Dissatisfied	23	10.4%	58	5.9%	81	6.7%
	Very dissatisfied	5	2.3%	18	1.8%	23	1.9%
	Subtotal	28	12.7%	76	7.7%	104	8.7%
	Did not respond	0	.0%	7	.7%	7	.6%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	30	13.6%	276	28.1%	306	25.5%
	Mostly satisfied	145	65.6%	542	55.2%	687	57.2%
	Subtotal	175	79.2%	818	83.4%	993	82.6%
	Dissatisfied	42	19.0%	112	11.4%	154	12.8%
	Very dissatisfied	3	1.4%	46	4.7%	49	4.1%
	Subtotal	45	20.4%	158	16.1%	203	16.9%
	Did not respond	1	.5%	5	.5%	6	.5%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	108	48.9%	724	73.8%	832	69.2%
	Some of the time	98	44.3%	213	21.7%	311	25.9%
	Subtotal	206	93.2%	937	95.5%	1143	95.1%
	Little of the time	15	6.8%	30	3.1%	45	3.7%
	Never	0	.0%	7	.7%	7	.6%
	Subtotal	15	6.8%	37	3.8%	52	4.3%
	Did not respond	0	.0%	7	.7%	7	.6%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	111	50.2%	540	55.0%	651	54.2%
	Somewhat helpful	102	46.2%	378	38.5%	480	39.9%
	Subtotal	213	96.4%	918	93.6%	1131	94.1%
	Not helpful	6	2.7%	38	3.9%	44	3.7%
	Made things worse	2	.9%	7	.7%	9	.7%
	Subtotal	8	3.6%	45	4.6%	53	4.4%
	Did not respond	0	.0%	8	.8%	8	.7%
	Did not receive	0	.0%	10	1.0%	10	.8%
	Total	221	100.0%	981	100.0%	1202	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	103	46.6%	512	52.2%	615	51.2%
	Somewhat helpful	79	35.7%	290	29.6%	369	30.7%
	Subtotal	182	82.4%	802	81.8%	984	81.9%
	Not helpful	14	6.3%	32	3.3%	46	3.8%
	Made things worse	1	.5%	3	.3%	4	.3%
	Subtotal	15	6.8%	35	3.6%	50	4.2%
	Did not respond	1	.5%	13	1.3%	14	1.2%
	Did not receive	23	10.4%	131	13.4%	154	12.8%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	44	19.9%	322	32.8%	366	30.4%
	Yes, probably	66	29.9%	406	41.4%	472	39.3%
	Subtotal	110	49.8%	728	74.2%	838	69.7%
	No, probably not	56	25.3%	141	14.4%	197	16.4%
	No, definitely not	51	23.1%	88	9.0%	139	11.6%
	Subtotal	107	48.4%	229	23.3%	336	28.0%
	Did not respond	4	1.8%	24	2.4%	28	2.3%
	Total	221	100.0%	981	100.0%	1202	100.0%

Table 8b.
Department of Corrections (DOC) Treatment Programs: Responses to Questions 7-12a of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 21-25, 2005

		Treatment Modality					
		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	48	21.7%	210	21.4%	258	21.5%
	No	172	77.8%	765	78.0%	937	78.0%
	Did not respond	1	.5%	6	.6%	7	.6%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	6	12.5%	57	27.1%	63	24.4%
	Somewhat helpful	15	31.3%	61	29.0%	76	29.5%
	Subtotal	21	43.8%	118	56.2%	139	53.9%
	Not very helpful	10	20.8%	29	13.8%	39	15.1%
	Not helpful at all	17	35.4%	55	26.2%	72	27.9%
	Subtotal	27	56.3%	84	40.0%	111	43.0%
	Did not respond	0	.0%	8	3.8%	8	3.1%
	Total	48	100.0%	210	100.0%	258	100.0%
Q8. Did you need medical services?	Yes	131	59.3%	252	25.7%	383	31.9%
	No	90	40.7%	723	73.7%	813	67.6%
	Did not respond	0	.0%	6	.6%	6	.5%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	35	26.7%	68	27.0%	103	26.9%
	Somewhat helpful	54	41.2%	73	29.0%	127	33.2%
	Subtotal	89	67.9%	141	56.0%	230	60.1%
	Not very helpful	22	16.8%	38	15.1%	60	15.7%
	Not helpful at all	18	13.7%	61	24.2%	79	20.6%
	Subtotal	40	30.5%	99	39.3%	139	36.3%
	Did not respond	2	1.5%	12	4.8%	14	3.7%
	Total	131	100.0%	252	100.0%	383	100.0%

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Q9. Did you need family services?	Yes	87	39.4%	136	13.9%	223	18.6%
	No	134	60.6%	838	85.4%	972	80.9%
	Did not respond	0	.0%	7	.7%	7	.6%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	33	37.9%	34	25.0%	67	30.0%
	Somewhat helpful	34	39.1%	35	25.7%	69	30.9%
	Subtotal	67	77.0%	69	50.7%	136	61.0%
	Not very helpful	12	13.8%	23	16.9%	35	15.7%
	Not helpful at all	8	9.2%	38	27.9%	46	20.6%
	Subtotal	20	23.0%	61	44.9%	81	36.3%
	Did not respond	0	.0%	6	4.4%	6	2.7%
	Total	87	100.0%	136	100.0%	223	100.0%
Q10. Did you need mental health services?	Yes	58	26.2%	198	20.2%	256	21.3%
	No	163	73.8%	777	79.2%	940	78.2%
	Did not respond	0	.0%	6	.6%	6	.5%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	15	25.9%	55	27.8%	70	27.3%
	Somewhat helpful	22	37.9%	58	29.3%	80	31.3%
	Subtotal	37	63.8%	113	57.1%	150	58.6%
	Not very helpful	11	19.0%	25	12.6%	36	14.1%
	Not helpful at all	8	13.8%	50	25.3%	58	22.7%
	Subtotal	19	32.8%	75	37.9%	94	36.7%
	Did not respond	2	3.4%	10	5.1%	12	4.7%
	Total	58	100.0%	198	100.0%	256	100.0%
Q11. Did you need educational or vocational services?	Yes	137	62.0%	252	25.7%	389	32.4%
	No	84	38.0%	725	73.9%	809	67.3%
	Did not respond	0	.0%	4	.4%	4	.3%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	58	42.3%	81	32.1%	139	35.7%
	Somewhat helpful	45	32.8%	59	23.4%	104	26.7%
	Subtotal	103	75.2%	140	55.6%	243	62.5%
	Not very helpful	21	15.3%	34	13.5%	55	14.1%
	Not helpful at all	10	7.3%	55	21.8%	65	16.7%
	Subtotal	31	22.6%	89	35.3%	120	30.8%
	Did not respond	3	2.2%	23	9.1%	26	6.7%
	Total	137	100.0%	252	100.0%	389	100.0%

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Q12. Did you need employment services?	Yes	122	55.2%	290	29.6%	412	34.3%
	No	98	44.3%	687	70.0%	785	65.3%
	Did not respond	1	.5%	4	.4%	5	.4%
	Total	221	100.0%	981	100.0%	1202	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	44	36.1%	81	27.9%	125	30.3%
	Somewhat helpful	38	31.1%	68	23.4%	106	25.7%
	Subtotal	82	67.2%	149	51.4%	231	56.1%
	Not very helpful	22	18.0%	46	15.9%	68	16.5%
	Not helpful at all	16	13.1%	71	24.5%	87	21.1%
	Subtotal	38	31.1%	117	40.3%	155	37.6%
	Did not respond	2	1.6%	24	8.3%	26	6.3%
	Total	122	100.0%	290	100.0%	412	100.0%

Table 8c.
Department of Corrections (DOC) Treatment Programs: Characteristics of Patients Completing the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 21-25, 2005

		Treatment Modality					
		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	8	3.6%	30	3.1%	38	3.2%
	21 - 25	28	12.7%	186	19.0%	214	17.8%
	26 - 30	36	16.3%	148	15.1%	184	15.3%
	31 - 35	45	20.4%	137	14.0%	182	15.1%
	36 - 40	47	21.3%	158	16.1%	205	17.1%
	41 - 45	33	14.9%	145	14.8%	178	14.8%
	46 - 50	11	5.0%	76	7.7%	87	7.2%
	51 - 55	6	2.7%	42	4.3%	48	4.0%
	Over 55	3	1.4%	22	2.2%	25	2.1%
	Unknown	4	1.8%	37	3.8%	41	3.4%
	Total	221	100.0%	981	100.0%	1202	100.0%
Gender	Male	135	61.1%	800	81.5%	935	77.8%
	Female	86	38.9%	157	16.0%	243	20.2%
	Unknown	0	.0%	24	2.4%	24	2.0%
	Total	221	100.0%	981	100.0%	1202	100.0%
Ethnic/Racial Background	White/European American	170	76.9%	614	62.6%	784	65.2%
	Black/African American	13	5.9%	153	15.6%	166	13.8%
	Asian/Pacific Islander	1	.5%	16	1.6%	17	1.4%
	Native American/Eskimo/Aleut	13	5.9%	54	5.5%	67	5.6%
	Hispanic	7	3.2%	41	4.2%	48	4.0%
	Multiracial	2	.9%	25	2.5%	27	2.2%
	Other	7	3.2%	29	3.0%	36	3.0%
	Unknown	8	3.6%	49	5.0%	57	4.7%
	Total	221	100.0%	981	100.0%	1202	100.0%
Length of Stay in Treatment	15 days or less	24	10.9%	231	23.5%	255	21.2%
	16 - 30 days	69	31.2%	168	17.1%	237	19.7%
	31 - 45 days	47	21.3%	99	10.1%	146	12.1%
	46 - 60 days	8	3.6%	83	8.5%	91	7.6%
	61 - 75 days	8	3.6%	71	7.2%	79	6.6%
	76 - 90 days	8	3.6%	44	4.5%	52	4.3%
	Over 90 days	33	14.9%	87	8.9%	120	10.0%
	Unknown	24	10.9%	198	20.2%	222	18.5%
	Total	221	100.0%	981	100.0%	1202	100.0%
Source of Funding	Private	7	3.2%	42	4.3%	49	4.1%
	Public	186	84.2%	726	74.0%	912	75.9%
	Unknown	28	12.7%	213	21.7%	241	20.0%
	Total	221	100.0%	981	100.0%	1202	100.0%

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Table 9a.
Department of Corrections (DOC) Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Year of Survey in Long-term Residential

		Year											
		2001*		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	61	43.9%	42	16.0%	33	14.6%	58	27.4%	51	23.1%	245	23.1%
	Mostly satisfied	70	50.4%	118	45.0%	143	63.3%	118	55.7%	142	64.3%	591	55.8%
	Subtotal	131	94.2%	160	61.1%	176	77.9%	176	83.0%	193	87.3%	836	78.9%
	Dissatisfied	7	5.0%	66	25.2%	42	18.6%	30	14.2%	23	10.4%	168	15.8%
	Very dissatisfied	1	.7%	34	13.0%	8	3.5%	5	2.4%	5	2.3%	53	5.0%
	Subtotal	8	5.8%	100	38.2%	50	22.1%	35	16.5%	28	12.7%	221	20.8%
	Did not respond	0	.0%	2	.8%	0	.0%	1	.5%	0	.0%	3	.3%
	Total	139	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	1060	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	27	19.4%	26	9.9%	19	8.4%	34	16.0%	30	13.6%	136	12.8%
	Mostly satisfied	87	62.6%	134	51.1%	135	59.7%	125	59.0%	145	65.6%	626	59.1%
	Subtotal	114	82.0%	160	61.1%	154	68.1%	159	75.0%	175	79.2%	762	71.9%
	Dissatisfied	21	15.1%	80	30.5%	57	25.2%	46	21.7%	42	19.0%	246	23.2%
	Very dissatisfied	4	2.9%	21	8.0%	15	6.6%	7	3.3%	3	1.4%	50	4.7%
	Subtotal	25	18.0%	101	38.5%	72	31.9%	53	25.0%	45	20.4%	296	27.9%
	Did not respond	0	.0%	1	.4%	0	.0%	0	.0%	1	.5%	2	.2%
	Total	139	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	1060	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	99	71.2%	88	33.6%	94	41.6%	105	49.5%	108	48.9%	494	46.6%
	Some of the time	32	23.0%	125	47.7%	109	48.2%	100	47.2%	98	44.3%	464	43.8%
	Subtotal	131	94.2%	213	81.3%	203	89.8%	205	96.7%	206	93.2%	958	90.4%
	Little of the time	7	5.0%	40	15.3%	19	8.4%	7	3.3%	15	6.8%	88	8.3%
	Never	1	.7%	8	3.1%	2	.9%	0	.0%	0	.0%	11	1.0%
	Subtotal	8	5.8%	48	18.3%	21	9.3%	7	3.3%	15	6.8%	99	9.3%
	Did not respond	0	.0%	1	.4%	2	.9%	0	.0%	0	.0%	3	.3%
	Total	139	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	1060	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	94	67.6%	73	27.9%	82	36.3%	110	51.9%	111	50.2%	470	44.3%
	Somewhat helpful	40	28.8%	145	55.3%	117	51.8%	89	42.0%	102	46.2%	493	46.5%
	Subtotal	134	96.4%	218	83.2%	199	88.1%	199	93.9%	213	96.4%	963	90.8%
	Not helpful	4	2.9%	34	13.0%	24	10.6%	13	6.1%	6	2.7%	81	7.6%
	Made things worse	1	.7%	8	3.1%	2	.9%	0	.0%	2	.9%	13	1.2%
	Subtotal	5	3.6%	42	16.0%	26	11.5%	13	6.1%	8	3.6%	94	8.9%
	Did not receive	0	.0%	0	.0%	1	.4%	0	.0%	0	.0%	1	.1%
	Did not respond	0	.0%	2	.8%	0	.0%	0	.0%	0	.0%	2	.2%
	Total	139	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	1060	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	84	60.4%	59	22.5%	82	36.3%	92	43.4%	103	46.6%	420	39.6%
	Somewhat helpful	36	25.9%	95	36.3%	99	43.8%	90	42.5%	79	35.7%	399	37.6%
	Subtotal	120	86.3%	154	58.8%	181	80.1%	182	85.8%	182	82.4%	819	77.3%
	Not helpful	2	1.4%	29	11.1%	20	8.8%	15	7.1%	14	6.3%	80	7.5%
	Made things worse	0	.0%	10	3.8%	5	2.2%	1	.5%	1	.5%	17	1.6%
	Subtotal	2	1.4%	39	14.9%	25	11.1%	16	7.5%	15	6.8%	97	9.2%
	Did not receive	15	10.8%	66	25.2%	20	8.8%	12	5.7%	23	10.4%	136	12.8%
	Did not respond	2	1.4%	3	1.1%	0	.0%	2	.9%	1	.5%	8	.8%
	Total	139	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	1060	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	37	26.6%	22	8.4%	20	8.8%	39	18.4%	44	19.9%	162	15.3%
	Yes, probably	45	32.4%	46	17.6%	55	24.3%	59	27.8%	66	29.9%	271	25.6%
	Subtotal	82	59.0%	68	26.0%	75	33.2%	98	46.2%	110	49.8%	433	40.8%
	No, probably not	27	19.4%	57	21.8%	78	34.5%	61	28.8%	56	25.3%	279	26.3%
	No, definitely not	30	21.6%	131	50.0%	71	31.4%	48	22.6%	51	23.1%	331	31.2%
	Subtotal	57	41.0%	188	71.8%	149	65.9%	109	51.4%	107	48.4%	610	57.5%
	Did not respond	0	.0%	6	2.3%	2	.9%	5	2.4%	4	1.8%	17	1.6%
	Total	139	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	1060	100.0%

*Included 33 patients from one DOC intensive inpatient program.

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Table 9b.
Department of Corrections (DOC) Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Year of Survey in Outpatient/Intensive Outpatient

		Year											
		2001		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	229	43.5%	264	43.3%	350	47.3%	443	43.3%	383	39.0%	1669	43.0%
	Mostly satisfied	259	49.1%	291	47.7%	352	47.6%	509	49.7%	515	52.5%	1926	49.6%
	Subtotal	488	92.6%	555	91.0%	702	94.9%	952	93.0%	898	91.5%	3595	92.6%
	Dissatisfied	26	4.9%	39	6.4%	26	3.5%	43	4.2%	58	5.9%	192	4.9%
	Very dissatisfied	9	1.7%	12	2.0%	7	.9%	17	1.7%	18	1.8%	63	1.6%
	Subtotal	35	6.6%	51	8.4%	33	4.5%	60	5.9%	76	7.7%	255	6.6%
	Did not respond	4	.8%	4	.7%	5	.7%	12	1.2%	7	.7%	32	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	3882	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	138	26.2%	169	27.7%	211	28.5%	310	30.3%	276	28.1%	1104	28.4%
	Mostly satisfied	303	57.5%	342	56.1%	422	57.0%	561	54.8%	542	55.2%	2170	55.9%
	Subtotal	441	83.7%	511	83.8%	633	85.5%	871	85.1%	818	83.4%	3274	84.3%
	Dissatisfied	56	10.6%	70	11.5%	72	9.7%	108	10.5%	112	11.4%	418	10.8%
	Very dissatisfied	25	4.7%	25	4.1%	28	3.8%	34	3.3%	46	4.7%	158	4.1%
	Subtotal	81	15.4%	95	15.6%	100	13.5%	142	13.9%	158	16.1%	576	14.8%
	Did not respond	5	.9%	4	.7%	7	.9%	11	1.1%	5	.5%	32	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	3882	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	398	75.5%	441	72.3%	550	74.3%	775	75.7%	724	73.8%	2888	74.4%
	Some of the time	114	21.6%	138	22.6%	147	19.9%	214	20.9%	213	21.7%	826	21.3%
	Subtotal	512	97.2%	579	94.9%	697	94.2%	989	96.6%	937	95.5%	3714	95.7%
	Little of the time	11	2.1%	23	3.8%	28	3.8%	18	1.8%	30	3.1%	110	2.8%
	Never	4	.8%	6	1.0%	6	.8%	4	.4%	7	.7%	27	.7%
	Subtotal	15	2.8%	29	4.8%	34	4.6%	22	2.1%	37	3.8%	137	3.5%
	Did not respond	0	.0%	2	.3%	9	1.2%	13	1.3%	7	.7%	31	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	3882	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	293	55.6%	329	53.9%	422	57.0%	594	58.0%	540	55.0%	2178	56.1%
	Somewhat helpful	197	37.4%	242	39.7%	282	38.1%	371	36.2%	378	38.5%	1470	37.9%
	Subtotal	490	93.0%	571	93.6%	704	95.1%	965	94.2%	918	93.6%	3648	94.0%
	Not helpful	24	4.6%	22	3.6%	20	2.7%	33	3.2%	38	3.9%	137	3.5%
	Made things worse	3	.6%	4	.7%	0	.0%	8	.8%	7	.7%	22	.6%
	Subtotal	27	5.1%	26	4.3%	20	2.7%	41	4.0%	45	4.6%	159	4.1%
	Did not receive	5	.9%	6	1.0%	5	.7%	8	.8%	10	1.0%	34	.9%
	Did not respond	5	.9%	7	1.1%	11	1.5%	10	1.0%	8	.8%	41	1.1%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	3882	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	308	58.4%	309	50.7%	426	57.6%	568	55.5%	512	52.2%	2123	54.7%
	Somewhat helpful	140	26.6%	176	28.9%	184	24.9%	277	27.1%	290	29.6%	1067	27.5%
	Subtotal	448	85.0%	485	79.5%	610	82.4%	845	82.5%	802	81.8%	3190	82.2%
	Not helpful	19	3.6%	15	2.5%	18	2.4%	30	2.9%	32	3.3%	114	2.9%
	Made things worse	1	.2%	2	.3%	0	.0%	4	.4%	3	.3%	10	.3%
	Subtotal	20	3.8%	17	2.8%	18	2.4%	34	3.3%	35	3.6%	124	3.2%
	Did not receive	50	9.5%	100	16.4%	94	12.7%	132	12.9%	131	13.4%	507	13.1%
	Did not respond	9	1.7%	8	1.3%	18	2.4%	13	1.3%	13	1.3%	61	1.6%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	3882	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	181	34.3%	179	29.3%	261	35.3%	352	34.4%	322	32.8%	1295	33.4%
	Yes, probably	181	34.3%	219	35.9%	285	38.5%	383	37.4%	406	41.4%	1474	38.0%
	Subtotal	362	68.7%	398	65.2%	546	73.8%	735	71.8%	728	74.2%	2769	71.3%
	No, probably not	87	16.5%	111	18.2%	101	13.6%	151	14.7%	141	14.4%	591	15.2%
	No, definitely not	62	11.8%	79	13.0%	55	7.4%	107	10.4%	88	9.0%	391	10.1%
	Subtotal	149	28.3%	190	31.1%	156	21.1%	258	25.2%	229	23.3%	982	25.3%
	Did not respond	16	3.0%	22	3.6%	38	5.1%	31	3.0%	24	2.4%	131	3.4%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	3882	100.0%

Table 10a.
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Responses to Questions 1-7 of the DASA
Youth Patient Satisfaction Survey by Treatment Modality, March 21-25, 2005

		Treatment Modality					
		JRA Residential		JRA OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	8	13.1%	14	34.1%	22	21.6%
	Mostly satisfied	38	62.3%	16	39.0%	54	52.9%
	Subtotal	46	75.4%	30	73.2%	76	74.5%
	Dissatisfied	6	9.8%	4	9.8%	10	9.8%
	Very dissatisfied	9	14.8%	6	14.6%	15	14.7%
	Subtotal	15	24.6%	10	24.4%	25	24.5%
	Did not respond	0	.0%	1	2.4%	1	1.0%
	Total	61	100.0%	41	100.0%	102	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	8	13.1%	11	26.8%	19	18.6%
	Mostly satisfied	38	62.3%	13	31.7%	51	50.0%
	Subtotal	46	75.4%	24	58.5%	70	68.6%
	Dissatisfied	7	11.5%	10	24.4%	17	16.7%
	Very dissatisfied	8	13.1%	7	17.1%	15	14.7%
	Subtotal	15	24.6%	17	41.5%	32	31.4%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	61	100.0%	41	100.0%	102	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	18	29.5%	14	34.1%	32	31.4%
	Some of the time	34	55.7%	16	39.0%	50	49.0%
	Subtotal	52	85.2%	30	73.2%	82	80.4%
	Little of the time	4	6.6%	9	22.0%	13	12.7%
	Never	5	8.2%	2	4.9%	7	6.9%
	Subtotal	9	14.8%	11	26.8%	20	19.6%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	61	100.0%	41	100.0%	102	100.0%
Q4. How safe do you feel in this program?	Very safe	20	32.8%	19	46.3%	39	38.2%
	Somewhat safe	27	44.3%	16	39.0%	43	42.2%
	Subtotal	47	77.0%	35	85.4%	82	80.4%
	Not very safe	7	11.5%	2	4.9%	9	8.8%
	Not safe at all	7	11.5%	3	7.3%	10	9.8%
	Subtotal	14	23.0%	5	12.2%	19	18.6%
	Did not respond	0	.0%	1	2.4%	1	1.0%
	Total	61	100.0%	41	100.0%	102	100.0%

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Q5. How helpful are the group sessions?	Very helpful	13	21.3%	13	31.7%	26	25.5%
	Somewhat helpful	31	50.8%	16	39.0%	47	46.1%
	Subtotal	44	72.1%	29	70.7%	73	71.6%
	Not helpful	15	24.6%	8	19.5%	23	22.5%
	Made things worse	1	1.6%	1	2.4%	2	2.0%
	Subtotal	16	26.2%	9	22.0%	25	24.5%
	Did not receive	1	1.6%	2	4.9%	3	2.9%
	Did not respond	0	.0%	1	2.4%	1	1.0%
	Total	61	100.0%	41	100.0%	102	100.0%
Q6. How helpful is the individual counseling?	Very helpful	23	37.7%	15	36.6%	38	37.3%
	Somewhat helpful	25	41.0%	16	39.0%	41	40.2%
	Subtotal	48	78.7%	31	75.6%	79	77.5%
	Not helpful	6	9.8%	4	9.8%	10	9.8%
	Made things worse	1	1.6%	1	2.4%	2	2.0%
	Subtotal	7	11.5%	5	12.2%	12	11.8%
	Did not receive	6	9.8%	5	12.2%	11	10.8%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	61	100.0%	41	100.0%	102	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	6	9.8%	5	12.2%	11	10.8%
	Yes, probably	23	37.7%	16	39.0%	39	38.2%
	Subtotal	29	47.5%	21	51.2%	50	49.0%
	No, probably not	15	24.6%	8	19.5%	23	22.5%
	No, definitely not	17	27.9%	12	29.3%	29	28.4%
	Subtotal	32	52.5%	20	48.8%	52	51.0%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	61	100.0%	41	100.0%	102	100.0%

Table 10b.
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Characteristics of Patients Completing the
DASA Youth Patient Satisfaction Survey by Treatment Modality, March 21-25, 2005

		Treatment Modality					
		JRA Residential		JRA OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	1	1.6%	1	2.4%	2	2.0%
	14 - 15	3	4.9%	4	9.8%	7	6.9%
	16 - 17	36	59.0%	23	56.1%	59	57.8%
	18 - 21	16	26.2%	12	29.3%	28	27.5%
	Unknown	5	8.2%	1	2.4%	6	5.9%
	Total	61	100.0%	41	100.0%	102	100.0%
Gender	Male	53	86.9%	35	85.4%	88	86.3%
	Female	8	13.1%	6	14.6%	14	13.7%
	Unknown	0	.0%	0	.0%	0	.0%
	Total	61	100.0%	41	100.0%	102	100.0%
Ethnic/Racial Background	White	30	49.2%	18	43.9%	48	47.1%
	Black/African American	6	9.8%	7	17.1%	13	12.7%
	Asian/Pacific Islander	0	.0%	1	2.4%	1	1.0%
	Native American/Eskimo/Aleut	6	9.8%	2	4.9%	8	7.8%
	Hispanic	4	6.6%	7	17.1%	11	10.8%
	Multiracial	7	11.5%	3	7.3%	10	9.8%
	Other	2	3.3%	1	2.4%	3	2.9%
	Unknown	6	9.8%	2	4.9%	8	7.8%
	Total	61	100.0%	41	100.0%	102	100.0%
Length of Stay in Treatment	15 days or less	25	41.0%	1	2.4%	26	25.5%
	16 - 30 days	12	19.7%	2	4.9%	14	13.7%
	31 - 45 days	11	18.0%	21	51.2%	32	31.4%
	46 - 60 days	1	1.6%	6	14.6%	7	6.9%
	61 - 75 days	0	.0%	0	.0%	0	.0%
	76 - 90 days	0	.0%	1	2.4%	1	1.0%
	Over 90 days	0	.0%	5	12.2%	5	4.9%
	Unknown	12	19.7%	5	12.2%	17	16.7%
	Total	61	100.0%	41	100.0%	102	100.0%
Source of Funding	Private	7	11.5%	3	7.3%	10	9.8%
	Public	27	44.3%	31	75.6%	58	56.9%
	Other	15	24.6%	4	9.8%	19	18.6%
	Unknown	12	19.7%	3	7.3%	15	14.7%
	Total	61	100.0%	41	100.0%	102	100.0%

Table 11a.
Comparing Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey Between Community Youth Residential and Juvenile Rehabilitation Administration (JRA) Residential Treatment Programs

		Community Youth and JRA Residential					
		Community Youth Residential		JRA Residential		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	36	17.1%	8	13.1%	44	16.2%
	Mostly satisfied	136	64.8%	38	62.3%	174	64.2%
	Subtotal	172	81.9%	46	75.4%	218	80.4%
	Dissatisfied	25	11.9%	6	9.8%	31	11.4%
	Very dissatisfied	13	6.2%	9	14.8%	22	8.1%
	Subtotal	38	18.1%	15	24.6%	53	19.6%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	210	100.0%	61	100.0%	271	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	74	35.2%	18	29.5%	92	33.9%
	Some of the time	114	54.3%	34	55.7%	148	54.6%
	Subtotal	188	89.5%	52	85.2%	240	88.6%
	Little of the time	16	7.6%	4	6.6%	20	7.4%
	Never	2	1.0%	5	8.2%	7	2.6%
	Subtotal	18	8.6%	9	14.8%	27	10.0%
	Did not respond	4	1.9%	0	.0%	4	1.5%
	Total	210	100.0%	61	100.0%	271	100.0%

Table 11b.
Comparing Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey between Community Youth Outpatient and Juvenile Rehabilitation Administration (JRA) Outpatient Treatment Programs

		Community Youth and JRA Outpatient					
		Community Youth Outpatient		JRA Outpatient		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	502	39.5%	14	34.1%	516	39.3%
	Mostly satisfied	653	51.3%	16	39.0%	669	51.0%
	Subtotal	1155	90.8%	30	73.2%	1185	90.3%
	Dissatisfied	79	6.2%	4	9.8%	83	6.3%
	Very dissatisfied	33	2.6%	6	14.6%	39	3.0%
	Subtotal	112	8.8%	10	24.4%	122	9.3%
	Did not respond	5	.4%	1	2.4%	6	.5%
	Total	1272	100.0%	41	100.0%	1313	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	1016	79.9%	14	34.1%	1030	78.4%
	Some of the time	218	17.1%	16	39.0%	234	17.8%
	Subtotal	1234	97.0%	30	73.2%	1264	96.3%
	Little of the time	23	1.8%	9	22.0%	32	2.4%
	Never	14	1.1%	2	4.9%	16	1.2%
	Subtotal	37	2.9%	11	26.8%	48	3.7%
	Did not respond	1	.1%	0	.0%	1	.1%
	Total	1272	100.0%	41	100.0%	1313	100.0%

Clients Speak Out 2004
Appendix A

Table 12.
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by Year of Survey, Residential and Outpatient Combined

		Year									
		2002		2003		2004		2005		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	7	15.6%	10	13.0%	18	21.4%	22	21.6%	57	18.5%
	Mostly satisfied	27	60.0%	49	63.6%	40	47.6%	54	52.9%	170	55.2%
	Subtotal	34	75.6%	59	76.6%	58	69.0%	76	74.5%	227	73.7%
	Dissatisfied	6	13.3%	8	10.4%	15	17.9%	10	9.8%	39	12.7%
	Very dissatisfied	5	11.1%	9	11.7%	11	13.1%	15	14.7%	40	13.0%
	Subtotal	11	24.4%	17	22.1%	26	31.0%	25	24.5%	79	25.6%
	Did not respond	0	.0%	1	1.3%	0	.0%	1	1.0%	2	.6%
	Total	45	100.0%	77	100.0%	84	100.0%	102	100.0%	308	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	8	17.8%	11	14.3%	14	16.7%	19	18.6%	52	16.9%
	Mostly satisfied	29	64.4%	47	61.0%	41	48.8%	51	50.0%	168	54.5%
	Subtotal	37	82.2%	58	75.3%	55	65.5%	70	68.6%	220	71.4%
	Dissatisfied	4	8.9%	11	14.3%	23	27.4%	17	16.7%	55	17.9%
	Very dissatisfied	4	8.9%	7	9.1%	6	7.1%	15	14.7%	32	10.4%
	Subtotal	8	17.8%	18	23.4%	29	34.5%	32	31.4%	87	28.2%
	Did not respond	0	.0%	1	1.3%	0	.0%	0	.0%	1	.3%
	Total	45	100.0%	77	100.0%	84	100.0%	102	100.0%	308	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	13	28.9%	30	39.0%	15	17.9%	32	31.4%	90	29.2%
	Some of the time	28	62.2%	30	39.0%	42	50.0%	50	49.0%	150	48.7%
	Subtotal	41	91.1%	60	77.9%	57	67.9%	82	80.4%	240	77.9%
	Little of the time	3	6.7%	12	15.6%	20	23.8%	13	12.7%	48	15.6%
	Never	1	2.2%	4	5.2%	5	6.0%	7	6.9%	17	5.5%
	Subtotal	4	8.9%	16	20.8%	25	29.8%	20	19.6%	65	21.1%
	Did not respond	0	.0%	1	1.3%	2	2.4%	0	.0%	3	1.0%
	Total	45	100.0%	77	100.0%	84	100.0%	102	100.0%	308	100.0%
Q4. How safe do you feel in this program?	Very safe	15	33.3%	32	41.6%	27	32.1%	39	38.2%	113	36.7%
	Somewhat safe	24	53.3%	31	40.3%	39	46.4%	43	42.2%	137	44.5%
	Subtotal	39	86.7%	63	81.8%	66	78.6%	82	80.4%	250	81.2%
	Not very safe	5	11.1%	6	7.8%	13	15.5%	9	8.8%	33	10.7%
	Not safe at all	1	2.2%	6	7.8%	3	3.6%	10	9.8%	20	6.5%
	Subtotal	6	13.3%	12	15.6%	16	19.0%	19	18.6%	53	17.2%
	Did not respond	0	.0%	2	2.6%	2	2.4%	1	1.0%	5	1.6%
	Total	45	100.0%	77	100.0%	84	100.0%	102	100.0%	308	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How helpful are the group sessions?	Very helpful	12	26.7%	18	23.4%	17	20.2%	26	25.5%	73	23.7%
	Somewhat helpful	20	44.4%	41	53.2%	39	46.4%	47	46.1%	147	47.7%
	Subtotal	32	71.1%	59	76.6%	56	66.7%	73	71.6%	220	71.4%
	Not helpful	10	22.2%	12	15.6%	16	19.0%	23	22.5%	61	19.8%
	Made things worse	3	6.7%	1	1.3%	6	7.1%	2	2.0%	12	3.9%
	Subtotal	13	28.9%	13	16.9%	22	26.2%	25	24.5%	73	23.7%
	Did not receive	0	.0%	2	2.6%	3	3.6%	3	2.9%	8	2.6%
	Did not respond	0	.0%	3	3.9%	3	3.6%	1	1.0%	7	2.3%
	Total	45	100.0%	77	100.0%	84	100.0%	102	100.0%	308	100.0%
Q6. How helpful is the individual counseling?	Very helpful	13	28.9%	24	31.2%	32	38.1%	38	37.3%	107	34.7%
	Somewhat helpful	22	48.9%	34	44.2%	29	34.5%	41	40.2%	126	40.9%
	Subtotal	35	77.8%	58	75.3%	61	72.6%	79	77.5%	233	75.6%
	Not helpful	7	15.6%	6	7.8%	10	11.9%	10	9.8%	33	10.7%
	Made things worse	1	2.2%	3	3.9%	3	3.6%	2	2.0%	9	2.9%
	Subtotal	8	17.8%	9	11.7%	13	15.5%	12	11.8%	42	13.6%
	Did not receive	1	2.2%	8	10.4%	9	10.7%	11	10.8%	29	9.4%
	Did not respond	1	2.2%	2	2.6%	1	1.2%	0	.0%	4	1.3%
	Total	45	100.0%	77	100.0%	84	100.0%	102	100.0%	308	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	6	13.3%	17	22.1%	12	14.3%	11	10.8%	46	14.9%
	Yes, probably	17	37.8%	23	29.9%	17	20.2%	39	38.2%	96	31.2%
	Subtotal	23	51.1%	40	51.9%	29	34.5%	50	49.0%	142	46.1%
	No, probably not	11	24.4%	13	16.9%	32	38.1%	23	22.5%	79	25.6%
	No, definitely not	11	24.4%	22	28.6%	23	27.4%	29	28.4%	85	27.6%
	Subtotal	22	48.9%	35	45.5%	55	65.5%	52	51.0%	164	53.2%
	Did not respond	0	.0%	2	2.6%	0	.0%	0	.0%	2	.6%
	Total	45	100.0%	77	100.0%	84	100.0%	102	100.0%	308	100.0%

Appendix B

II

II

(ADULT/ENGLISH)

PATIENT SATISFACTION SURVEY

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. **Please answer all of the questions. We shall keep your responses in the strictest confidence.** Thank you very much. We really appreciate your help.

Please fill in the appropriate oval under each question.

CORRECT MARK ●

INCORRECT MARKS ✕ ◯ ◐ ◑

USE NO. 2 PENCIL ONLY

<p>1. In an overall, general sense, how satisfied are you with the service you have received?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Mostly satisfied</p> <p><input type="radio"/> Dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>	<p>4. How do you rate the helpfulness of the group sessions?</p> <p><input type="radio"/> Very helpful</p> <p><input type="radio"/> Somewhat helpful</p> <p><input type="radio"/> Not helpful</p> <p><input type="radio"/> Made things worse</p> <p><input type="radio"/> Did not receive</p>
<p>2. In general, how satisfied are you with the comfort and appearance of this facility?</p> <p><input type="radio"/> Very satisfied</p> <p><input type="radio"/> Mostly satisfied</p> <p><input type="radio"/> Dissatisfied</p> <p><input type="radio"/> Very dissatisfied</p>	<p>5. How do you rate the helpfulness of the individual counseling?</p> <p><input type="radio"/> Very helpful</p> <p><input type="radio"/> Somewhat helpful</p> <p><input type="radio"/> Not helpful</p> <p><input type="radio"/> Made things worse</p> <p><input type="radio"/> Did not receive</p>
<p>3. Would you say our staff treated you with respect?</p> <p><input type="radio"/> All of the time</p> <p><input type="radio"/> Some of the time</p> <p><input type="radio"/> Little of the time</p> <p><input type="radio"/> Never</p>	<p>6. If you were to seek help again, would you come back to this program?</p> <p><input type="radio"/> Yes, definitely</p> <p><input type="radio"/> Yes, probably</p> <p><input type="radio"/> No, probably not</p> <p><input type="radio"/> No, definitely not</p>

Please answer all of the questions below. We are interested in knowing how we have been able to assist you in identifying and finding other services that you needed.

<p>7. Did you need legal services? (Example: legal defense, legal advice, DUI assistance)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find legal services?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>	<p>8. Did you need medical services? (Example: medical check-up, medical testing)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find medical services?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>
<p>9. Did you need family services? (Example: parenting class, family recovery services)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find family services?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>	<p>10. Did you need mental health services? (Example: co-occurring disorder treatment, medication management)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find mental health services?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>
<p>11. Did you need educational or vocational services? (Example: basic skills, community college)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find educational or vocational services?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>	<p>12. Did you need employment services? (Example: resumé writing, job placement)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find employment services?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>

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Please continue on reverse side. →

Please help us to know you better by filling in the section below.

13. How old are you?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. I am:

- ☐ Male
☐ Female

15. The best description of my ethnic or racial background is (please mark only one):

- ☐ White/European American
☐ Black/African American
☐ Asian/Pacific Islander
☐ Native American/Eskimo/Aleut
☐ Hispanic
☐ Multiracial
☐ Other

16. I am participating in (please mark only one):

- ☐ Residential Program
☐ Outpatient Program
☐ Methadone Treatment

17. The date I started in this program was:

Month	Day	Year
<input type="radio"/> Jan	0	10
<input type="radio"/> Feb	1	0
<input type="radio"/> Mar	2	0
<input type="radio"/> Apr	3	0
<input type="radio"/> May	4	0
<input type="radio"/> Jun	5	0
<input type="radio"/> Jul	6	0
<input type="radio"/> Aug	7	0
<input type="radio"/> Sept	8	0
<input type="radio"/> Oct	9	0
<input type="radio"/> Nov	0	1
<input type="radio"/> Dec	1	0

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	1
<input type="radio"/> Apr	1	1
<input type="radio"/> May	2	2
<input type="radio"/> June	3	3
<input type="radio"/> July	4	4
<input type="radio"/> Aug	5	5
<input type="radio"/> Sept	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dec	9	9

18. Today's date is:

Month	Day	Year
<input type="radio"/> Jan	0	1
<input type="radio"/> Feb	1	0
<input type="radio"/> Mar	2	0
<input type="radio"/> Apr	3	0
<input type="radio"/> May	4	0
<input type="radio"/> Jun	5	0
<input type="radio"/> Jul	6	0
<input type="radio"/> Aug	7	0
<input type="radio"/> Sept	8	0
<input type="radio"/> Oct	9	0
<input type="radio"/> Nov	0	1
<input type="radio"/> Dec	1	0

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	1
<input type="radio"/> Apr	1	1
<input type="radio"/> May	2	2
<input type="radio"/> June	3	3
<input type="radio"/> July	4	4
<input type="radio"/> Aug	5	5
<input type="radio"/> Sept	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dec	9	9

19. My treatment is being paid by:

- ☐ Private funds (myself, insurance, friend or relative, etc.)
☐ Public funds (Medicaid, ADATSA, TANF, etc.)

Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program? _____

Is there anything you would change about this program? If yes, what would that be? _____

Thank you for your comments and for taking the time to help us.

Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling (360) 438-8620, by E-mail at rodrif@dehs.wa.gov, or by writing him at this address: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

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(ADULT/SPANISH)

Evaluación del nivel de satisfacción del paciente

Ayúdenos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibió. Estamos interesados en su honesta opinión, sea positiva o negativa. **Por favor, responda todas las preguntas. Sus respuestas serán estrictamente confidenciales.** Valoramos su ayuda. Muchas gracias.

Rellene el espacio ovalado, como se muestra a continuación, que corresponda a cada pregunta.

MARCA CORRECTA ● MARCAS INCORRECTAS ✗ ⚡

solo utilice lápiz N° 2

<p>1. En un sentido general, ¿cómo se siente con respecto a los servicios recibidos?</p> <p><input type="radio"/> Muy satisfecho</p> <p><input type="radio"/> Casi satisfecho</p> <p><input type="radio"/> Insatisfecho</p> <p><input type="radio"/> Muy insatisfecho</p>	<p>4. ¿Cómo clasificaría la ayuda recibida de los grupos de terapia?</p> <p><input type="radio"/> Me ayudaron mucho <input type="radio"/> No recibí</p> <p><input type="radio"/> Me ayudaron un poco</p> <p><input type="radio"/> No me ayudaron</p> <p><input type="radio"/> Empeoraron mi situación</p>
<p>2. En general, ¿cómo se siente sobre la comodidad y aspecto del establecimiento?</p> <p><input type="radio"/> Muy satisfecho</p> <p><input type="radio"/> Casi satisfecho</p> <p><input type="radio"/> Insatisfecho</p> <p><input type="radio"/> Muy insatisfecho</p>	<p>5. ¿Cómo clasificaría la ayuda recibida en las sesiones de terapia individual?</p> <p><input type="radio"/> Me ayudaron mucho <input type="radio"/> No recibí</p> <p><input type="radio"/> Me ayudaron un poco</p> <p><input type="radio"/> No me ayudaron</p> <p><input type="radio"/> Empeoraron mi situación</p>
<p>3. ¿Opina usted que fue tratado con respeto por los empleados?</p> <p><input type="radio"/> Todo el tiempo</p> <p><input type="radio"/> A menudo</p> <p><input type="radio"/> Pocas veces</p> <p><input type="radio"/> Nunca</p>	<p>6. Si necesitara ayuda otra vez, ¿volvería a este programa?</p> <p><input type="radio"/> Sí, por supuesto</p> <p><input type="radio"/> Sí, probablemente</p> <p><input type="radio"/> No, probablemente no</p> <p><input type="radio"/> No, definitivamente no</p>

Responda las siguientes preguntas en su totalidad. Estamos interesados en saber de qué manera le hemos podido ayudar a identificar y encontrar otros servicios que pudiera necesitar.

<p>7. ¿Necesitó servicios legales? (Ej.: defensa legal, asesoría legal, ayuda DUI.)</p> <p><input checked="" type="radio"/> Sí → Si seleccionó Sí, ¿le ayudamos a identificar y encontrar servicios legales?</p> <p><input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>8. ¿Necesitó atención médica? (Ej.: un examen general o análisis.)</p> <p><input checked="" type="radio"/> Sí → Si seleccionó Sí, ¿le ayudamos a identificar y encontrar atención médica?</p> <p><input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>9. ¿Necesitó servicios para la familia? (Ej.: clases para padres, recuperación familiar.)</p> <p><input checked="" type="radio"/> Sí → Si seleccionó Sí, ¿le ayudamos a identificar y encontrar servicios especiales para la familia?</p> <p><input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>10. ¿Necesitó servicios para la salud mental? (Ej.: desórdenes colaterales, tratamiento con medicamentos.)</p> <p><input checked="" type="radio"/> Sí → Si seleccionó Sí, ¿le ayudamos a identificar y encontrar servicios para la salud mental?</p> <p><input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>11. ¿Necesitó servicios para la educación o vocacionales? (Ej.: habilidades básicas, colegio comunitario.)</p> <p><input checked="" type="radio"/> Sí → Si seleccionó Sí, ¿le ayudamos a identificar y encontrar servicios para la educación y vocacionales?</p> <p><input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>12. ¿Necesitó servicios de empleo? (Ej.: búsqueda de trabajo, para escribir su historia de empleo.)</p> <p><input checked="" type="radio"/> Sí → Si seleccionó Sí, ¿le ayudamos a identificar y encontrar servicios de empleo?</p> <p><input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>

- 1 -

Continúa en el reverso. →

Ayúdenos a conocerlo mejor complementando la siguiente sección.

13. ¿Cuánto años tiene?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. Sexo:

- ☐ Masculino
☐ Femenino

15. La mejor descripción de mi origen racial o étnico es (marque sólo una):

- ☐ Blanco/Euroamericano
☐ Negro/Afroamericano
☐ Asiático/Islas del Pacífico
☐ Indígena americano/Esquimal/Aleutiano
☐ Hispano/Latino
☐ Multi-racial
☐ Otro

16. Estoy participando en (marque sólo uno):

- ☐ Programa residencial
☐ Programa de paciente externo
☐ Tratamiento médico con metadona

17. La fecha en que empecé en este programa es:

Mes	Día	Año
<input type="radio"/> Ene	0	1
<input type="radio"/> Feb	0	2
<input type="radio"/> Mar	0	3
<input type="radio"/> Abr	0	4
<input type="radio"/> May	0	5
<input type="radio"/> Jun	0	6
<input type="radio"/> Jul	0	7
<input type="radio"/> Ago	0	8
<input type="radio"/> Sep	0	9
<input type="radio"/> Oct	0	0
<input type="radio"/> Nov	0	1
<input type="radio"/> Dic	0	2

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	1
<input type="radio"/> Abr	1	1
<input type="radio"/> May	2	2
<input type="radio"/> Jun	3	3
<input type="radio"/> Jul	4	4
<input type="radio"/> Ago	5	5
<input type="radio"/> Sep	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dic	9	9

18. La fecha de hoy es:

Mes	Día	Año
<input type="radio"/> Ene	0	1
<input type="radio"/> Feb	0	2
<input type="radio"/> Mar	0	3
<input type="radio"/> Abr	0	4
<input type="radio"/> May	0	5
<input type="radio"/> Jun	0	6
<input type="radio"/> Jul	0	7
<input type="radio"/> Ago	0	8
<input type="radio"/> Sep	0	9
<input type="radio"/> Oct	0	0
<input type="radio"/> Nov	0	1
<input type="radio"/> Dic	0	2

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	0
<input type="radio"/> Abr	1	1
<input type="radio"/> May	2	2
<input type="radio"/> Jun	3	3
<input type="radio"/> Jul	4	4
<input type="radio"/> Ago	5	5
<input type="radio"/> Sep	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dic	9	9

19. Mi tratamiento se paga con:

- ☐ Fondos privados (míos, seguro, amigo o pariente, etc.)
☐ Fondos públicos (Medicaid, ADATSA, TANF, etc.)

Sus comentarios son muy importantes. Por favor, permítanos saber lo que piensa con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué le gusta de este programa? _____

¿Hay algo que usted cambiaría en este programa? Si así es, ¿qué cambiaría? _____

Muchas gracias por sus comentarios y por tomar el tiempo necesario para ayudarnos.

Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tiene preguntas o comentarios acerca de este cuestionario diríjelas a Felix Rodriguez, Ph.D., llamando al teléfono (360) 438-8629, por correo electrónico a rodri@dsas.wa.gov, o escribiéndole a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

12/04 DRC ScanDocs™ 4781-54321

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(ADULT/Vietnamese)

Thăm Dò Mức Độ HÀi Lòng của Bệnh Nhân

Xin quý vị giúp đỡ chúng tôi cải thiện chương trình bằng cách trả lời những câu hỏi về các dịch vụ quý vị đã nhận được. Chúng tôi rất quan tâm đến các ý kiến trung thực của các bạn, dù đó là khen hay chê. **Xin quý vị trả lời toàn bộ các câu hỏi. Chúng tôi sẽ giữ kín một cách tuyệt đối các câu trả lời của quý vị.** Chúng tôi thành thật cảm ơn sự giúp đỡ của quý vị!

Hãy điền vào ô thích hợp cho từng câu hỏi.

ĐẤU ĐÁNH ĐÚNG

1. Nói chung, sự hài lòng của quý vị về dịch vụ quý vị nhận ở mức độ nào?

☐ Rất hài lòng

☐ Hài lòng phần nhiều

☐ Không hài lòng

☐ Không hài lòng chút nào

2. Nói chung, sự hài lòng của quý vị ở mức độ nào khi nói về sự thoải mái và hình thái cơ sở này tạo ra cho quý vị?

☐ Rất hài lòng

☐ Hài lòng phần nhiều

☐ Không hài lòng

☐ Không hài lòng chút nào

3. Theo suy nghĩ của quý vị, nhân viên của chương trình có đối xử với quý vị với sự tôn trọng không?

☐ Luôn luôn

☐ Đôi khi

☐ Ít khi

☐ Không bao giờ

ĐẤU ĐÁNH SAI

4. Quý vị đánh giá sự hữu ích của những nhóm họp, hội thảo ở mức độ nào?

☐ Rất lợi

☐ Khá lợi

☐ Không lợi

☐ Làm cho mọi chuyện tệ hơn

5. Quý vị đánh giá sự hữu ích của những cuộc tham vấn cá nhân ở mức độ nào?

☐ Rất lợi

☐ Khá lợi

☐ Không lợi

☐ Làm cho mọi chuyện tệ hơn

6. Nếu quý vị muốn tìm sự giúp đỡ nữa, quý vị có trở lại chương trình này không?

☐ Có, chắc chắn

☐ Có, có thể

☐ Không, có thể là không

☐ Không, chắc chắn là không

Hãy trả lời tất cả những câu hỏi dưới đây. Chúng tôi rất mong muốn để biết xem chúng tôi đã có thể trợ giúp quý vị như thế nào trong vấn đề nhận định và tìm giúp những dịch vụ khác mà quý vị cần.

7. Trước đây, quý vị có cần dịch vụ pháp lý không? (thí dụ: biện hộ pháp lý, cố vấn pháp lý, trợ giúp về vấn đề lái xe trong lúc bị ảnh hưởng-DUI)

☒ CÓ

➔ **NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ pháp lý đó?**

☐ Rất lợi ☐ Khá lợi ☐ Không có lợi ☐ Không có lợi chút nào

☐ KHÔNG

8. Trước đây, quý vị có cần dịch vụ y tế không? (thí dụ: khám sức khỏe, thử nghiệm y tế)

☒ CÓ

➔ **NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ y tế đó?**

☐ Rất lợi ☐ Khá lợi ☐ Không có lợi ☐ Không có lợi chút nào

☐ KHÔNG

9. Trước đây, quý vị có cần những dịch vụ về gia đình không? (thí dụ: cách nuôi dạy con trẻ, dịch vụ phục hồi quan hệ gia đình)

☒ CÓ

➔ **NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ về gia đình đó?**

☐ Rất lợi ☐ Khá lợi ☐ Không có lợi ☐ Không có lợi chút nào

☐ KHÔNG

10. Trước đây, quý vị có cần những dịch vụ về sức khỏe tâm thần không? (thí dụ: dịch vụ dành cho những người không những có bệnh tâm thần mà còn có chứng nghiện ngập rượu, bia hoặc thuốc phiện, quản lý việc dùng thuốc)

☒ CÓ

➔ **NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ về sức khỏe tâm thần đó?**

☐ Rất lợi ☐ Khá lợi ☐ Không có lợi ☐ Không có lợi chút nào

☐ KHÔNG

11. Trước đây, quý vị có cần những dịch vụ giáo dục và huấn nghệ không? (thí dụ: kỹ năng cơ bản, trường cao đẳng cộng đồng)

☒ CÓ

➔ **NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ giáo dục và huấn nghệ đó?**

☐ Rất lợi ☐ Khá lợi ☐ Không có lợi ☐ Không có lợi chút nào

☐ KHÔNG

12. Trước đây, quý vị có cần những dịch vụ tìm kiếm việc làm không? (thí dụ: viết tiểu sử việc làm, tìm việc làm)

☒ CÓ

➔ **NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ tìm kiếm việc làm đó?**

☐ Rất lợi ☐ Khá lợi ☐ Không có lợi ☐ Không có lợi chút nào

☐ KHÔNG

Xin tiếp tục ở mặt sau →

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Để giúp chúng tôi hiểu thêm về quý vị, xin điền vào những phần dưới đây

13. Quý vị được bao nhiêu tuổi?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. Tôi là:

- ☐ Nam
☐ Nữ

15. Sự mô tả gần nhất khi nói về chủng tộc hoặc sắc tộc của tôi là (hãy chọn một chi tiết thôi):

- ☐ Da trắng, người Mỹ gốc châu Âu
☐ Da đen, người Mỹ gốc châu Phi
☐ Người châu Á/các vùng đảo Thái-bình-Dương
☐ Thổ dân Mỹ/dân Eskimo/dân Aleut
☐ Người gốc Tây-ban-Nha
☐ Người đa chủng/đa sắc tộc
☐ Người thuộc chủng tộc/sắc tộc khác khác

16. Tôi đang tham dự trong (xin chọn một chi tiết thôi):

- ☐ Trị liệu nội trú
☐ Trị liệu ngoại trú
☐ Trị liệu với thuốc Methadone

17. Ngày tôi bắt đầu tham gia chương trình này là:

Tháng	Ngày	Năm
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	10	9
10	11	10
11	12	11
12	1	12

Tháng	Ngày	Năm
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	10	9
10	11	10
11	12	11
12	1	12

18. Hôm nay là ngày:

Tháng	Ngày	Năm
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	10	9
10	11	10
11	12	11
12	1	12

Tháng	Ngày	Năm
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	10	9
10	11	10
11	12	11
12	1	12

19. Sự trị liệu của tôi được trang trải bằng:

- ☐ Quỹ tư (cá nhân, hãng bảo hiểm, bạn bè hoặc người thân, v.v.)
☐ Quỹ công (Medicaid, ADATSA, TANF, v.v.)

Những nhận xét của quý vị rất quan trọng đối với chúng tôi. Hãy cho chúng tôi biết quý vị nghĩ gì về chương trình của chúng tôi qua sự trả lời những câu hỏi dưới đây:

Quý vị thích điều gì ở chương trình này? _____

Có điều gì mà quý vị muốn thay đổi trong chương trình này không? Nếu có, điều đó là điều gì? _____

Chúng tôi thành thật cảm ơn những nhận xét của quý vị và thời giờ quý vị bỏ ra để giúp chúng tôi.

Cuộc thăm dò ý kiến này được chuẩn bị bởi Bộ Cai Nghiện Rượu và Thuốc Phiện tiểu bang Washington (Washington State Division of Alcohol and Substance Abuse, gọi tắt là DASA). Nếu có thắc mắc hoặc có nhận xét gì về cuộc thăm dò ý kiến này, xin liên lạc với Tiến Sĩ Felix Rodriguez qua số điện thoại (360) 438-8629, bằng thư điện tử địa chỉ rodri64@dshs.wa.gov, hoặc gửi thư theo địa chỉ sau đây: DASA, P.O. Box 45330, Olympia, WA 98504-5330

II

II

(ADULT/Cambodian)

ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺ

សូមជួយពួកយើងដើម្បីកែលម្អការថែទាំរបស់យើងដោយឆ្លើយនឹងចំណួនខ្លះៗស្តីពីសេវាកម្មដែលអ្នកបានទទួល។ យើងមានការចាប់អារម្មណ៍ចំពោះមតិដ៏ស្មោះត្រង់របស់អ្នក ទោះបីជាវាមានភាពវិជ្ជមាន ឬវាមានភាពអវិជ្ជមានក៏ដោយ។ សូមឆ្លើយត្រឹមត្រូវបំផុតដែលអ្នកដឹង។ យើងរក្សាទុកនូវចម្លើយទាំងអស់របស់អ្នកដោយលក្ខណៈសំងាត់បំផុត។ យើងពិតជាគោរពសេរីចំពោះការជួយរបស់អ្នក។

សូមបំពេញនៅក្នុងរង្វង់ដែលនៅក្រោមសំណួរនីមួយៗ

សញ្ញាសម្រាប់ប្រើប្រាស់

សញ្ញាសម្រាប់មិនប្រើប្រាស់

1. នៅក្នុងអំឡុងពេលស្របជាទូទៅ តើអ្នកពេញចិត្តនឹងសេវាដែលអ្នកបានទទួលដោយយ៉ាងម្តេច?

☐ ពេញចិត្តណាស់

☐ ពេញចិត្តភាគច្រើន

☐ មិនពេញចិត្ត

☐ មិនពេញចិត្តសោះ

4. តើអ្នក ឮចំណាត់ថ្នាក់ពីជំនួយនៃវត្ថុបង្ហាត់បង្រៀនរបស់ក្រុមយ៉ាងម្តេច?

☐ ជួយខ្លាំងណាស់

☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ

☐ មិនជួយទេ

☐ ធ្វើអោយអ្វីៗកាន់តែច្រងូចៗទៅ

2. ជាទូទៅ តើអ្នកពេញចិត្តនឹងភាពកក់ក្តៅនិងបរិស្ថាននៃអគារនេះយ៉ាងម្តេច?

☐ ពេញចិត្តណាស់

☐ ពេញចិត្តភាគច្រើន

☐ មិនពេញចិត្ត

☐ មិនពេញចិត្តសោះ

5. តើអ្នក ឮចំណាត់ថ្នាក់ពីជំនួយនៃការពិគ្រោះយោបល់រវាងបុគ្គលយ៉ាងម្តេច?

☐ ជួយខ្លាំងណាស់

☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ

☐ មិនជួយទេ

☐ ធ្វើអោយអ្វីៗកាន់តែច្រងូចៗទៅ

3. តើអ្នកនឹងនិយាយ រឺក៏បុគ្គលិកប្រព្រឹត្តិចំពោះអ្នកដោយគោរពដែរទេ?

☐ គ្រប់ពេលទាំងអស់

☐ មានពេលខ្លះ

☐ តិចតួច

☐ មិនដែលទាល់តែសោះ

6. បើសិនអ្នកត្រូវស្វែងរកជំនួយម្តងទៀត តើអ្នកនឹងត្រឡប់មកកាន់កម្មវិធីនេះវិញទេ?

☐ បាទ/ចាស៍ ប្រាកដជាមក

☐ បាទ/ចាស៍ ប្រហែលជាមក

☐ ទេ ប្រហែលជាអត់ទេ

☐ ទេ ប្រាកដជាអត់ទេ

សូមឆ្លើយនឹងសំណួរទាំងឡាយនៅខាងក្រោម។ យើងមានការចាប់អារម្មណ៍ចំពោះការដឹងថា តើយើងអាចជួយអ្នកក្នុងការកំណត់និងរកសេវាដទៃទៀតដែលអ្នកត្រូវការ។

7. តើអ្នកត្រូវការសេវាផ្លូវច្បាប់ដែរទេ? (ឧទាហរណ៍: ការការពារផ្នែកផ្លូវច្បាប់ យោបល់ផ្លូវច្បាប់ ជំនួយរបស់ DVI)

☐ បាទ ☐ ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយក្នុងការជួយអ្នកដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាផ្លូវច្បាប់។

☐ ទេ ☐ ជួយខ្លាំងណាស់ ☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ ☐ មិនសូវជាជួយណាស់ ☐ មិនជួយទាល់តែសោះ

8. តើអ្នកត្រូវការសេវាវេជ្ជសាស្ត្រដែរទេ? (ឧទាហរណ៍: ការពិនិត្យសុខភាព ការធ្វើតេស្តផ្នែកវេជ្ជសាស្ត្រ)

☐ បាទ ☐ ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយក្នុងការជួយអ្នកដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាវេជ្ជសាស្ត្រ។

☐ ទេ ☐ ជួយខ្លាំងណាស់ ☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ ☐ មិនសូវជាជួយណាស់ ☐ មិនជួយទាល់តែសោះ

9. តើអ្នកត្រូវការសេវាគ្រួសារទេ? (ឧទាហរណ៍: ថ្នាក់បង្រៀនមាតាបិតា សេវាកែលំអរគ្រួសារ)

☐ បាទ ☐ ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាគ្រួសារ។

☐ ទេ ☐ ជួយខ្លាំងណាស់ ☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ ☐ មិនសូវជាជួយណាស់ ☐ មិនជួយទាល់តែសោះ

10. តើអ្នកត្រូវការសេវាសុខភាពផ្លូវចិត្តទេ? (ឧទាហរណ៍: ការព្យាបាលពីភាពមិនប្រក្រតីនៃការកើតឡើងជួនកាល ការគ្រប់គ្រងសមាជិក)

☐ បាទ ☐ ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាសុខភាព។

☐ ទេ ☐ ជួយខ្លាំងណាស់ ☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ ☐ មិនសូវជាជួយណាស់ ☐ មិនជួយទាល់តែសោះ

11. តើអ្នកត្រូវការសេវាអប់រំ ប្រវត្តិជីវិតទេ? (ឧទាហរណ៍: ជំនាញជាមូលដ្ឋាន មហាវិទ្យាល័យតាមសហគមន៍)

☐ បាទ ☐ ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាវិជ្ជាជីវិត។

☐ ទេ ☐ ជួយខ្លាំងណាស់ ☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ ☐ មិនសូវជាជួយណាស់ ☐ មិនជួយទាល់តែសោះ

12. តើអ្នកត្រូវការសេវាផ្សេងទៀតដែរទេ? (ឧទាហរណ៍: ការសរសេរប្រវត្តិប ការដាក់អោយធ្វើការតាមកន្លែងធ្វើការនានា)

☐ បាទ ☐ ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាផ្សេងៗ។

☐ ទេ ☐ ជួយខ្លាំងណាស់ ☐ ជួយត្រឹមត្រូវមិនមែនជាមួយ ☐ មិនសូវជាជួយណាស់ ☐ មិនជួយទាល់តែសោះ

II

II

សូមបន្តទៅខាងម្ខាងទៀត →

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សូមជួយយើងឱ្យស្គាល់អនកកាន់តែប្រសើរឡើងដោយបំពេញសំណួរក្នុងជំពូកនេះ

13. តើអ្នកមានអាយុប៉ុន្មាន?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. ខ្ញុំជាភេទ

- ☐ ប្រុស
☐ ស្រី

15. ការពិពណ៌នាពីប្រសើរបំផុតអំពីជាតិពន្ធុ ឬជាតិសាសន៍របស់ខ្ញុំគឺ (សូមជ្រើសរើសមួយឬច្រើន៖)

- ☐ ស្បែកស
☐ ស្បែកខ្មៅ/អាហ្វ្រិកអាមេរិកាំង
☐ អាស៊ី/អ្នករស់នៅដីកោះអាស៊ីប៉ាស៊ីហ្វិក
☐ ជើងក្រហម/អាមេរិកាំងអាស៊ី/អឺរ៉ុប
☐ អ៊ីណឌីអាន
☐ មានជាតិសាសន៍ច្រើន
☐ ដទៃទៀត

16. ខ្ញុំកំពុងចូលរួមក្នុង (សូមជ្រើសរើសមួយឬច្រើន៖)

- ☐ នៅនឹងកន្លែងរបស់យុវជន
☐ អ្នកជំងឺខាងក្រៅដែលជាយុវជន
☐ Methadone Treatment

17. កាលបរិច្ឆេទដែលខ្ញុំបានចាប់ផ្តើមកម្មវិធីនេះគឺ៖

ខែ	ថ្ងៃ	ឆ្នាំ
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	0	9

ខែ	ថ្ងៃ	ឆ្នាំ
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	0	9

18. កាលបរិច្ឆេទថ្ងៃនេះ

ខែ	ថ្ងៃ	ឆ្នាំ
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	0	9

ខែ	ថ្ងៃ	ឆ្នាំ
0	1	0
1	2	1
2	3	2
3	4	3
4	5	4
5	6	5
6	7	6
7	8	7
8	9	8
9	0	9

19. ការព្យាបាលរបស់ខ្ញុំត្រូវបានបង់ថ្លៃដោយ

- ☐ មូលនិធិឯកជន (ដោយខ្លួនឯង ការធានារ៉ាប់រង មិត្តភក្តិ ឬសាច់ប្រាក់ ជាដើម ។ល។)
☐ មូលនិធិសាធារណៈ (ម៉ែឌីខេដ ADATSA, TANNF ជាដើម ។ល។)

យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។

សូមប្រាប់ឱ្យយើងដឹងនូវអ្វីដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយឆ្លើយនឹងសំណួរខាងក្រោមនេះ។

តើអនកកូលចិត្តអ្វីពីកម្មវិធីនេះ?

តើមានអ្វីដែលអនកនឹងផ្លាស់ប្តូរអំពីកម្មវិធីនេះ? ប្រសិនបើមាន តើនឹងជាអ្វី?

សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលវេលារបស់អ្នកជួយពួកយើង។

ការសំបកសំបុត្រនេះដោយស្វ័យប្រវត្តិដោយកុំព្យូទ័រ និងប្រព័ន្ធគ្រប់គ្រងឯកសារ (DASA) របស់រដ្ឋវ៉ាស៊ីនតោន។ សំណួរនិងយោបល់សំខាន់ៗអំពីកម្មវិធីនេះត្រូវបានផ្ញើទៅលោក Felix Rodriguez, PH.D., ដោយខ្លួនស្វ័យប្រវត្តិលេខ 360/438-8629, ឬដោយសារសារ E-mail ទៅលើអាសយដ្ឋាន: rodfe@dcshs.wa.gov.

12/04 DRC ScanDoc™ 4783-54321

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(YOUTH/ENGLISH)
**YOUTH PATIENT
SATISFACTION SURVEY**

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. **Please answer all of the questions. We shall keep your responses in the strictest confidence.** Thank you very much. We really appreciate your help.

For questions 1 through 7, please fill in the appropriate oval that best describes what you feel.

CORRECT MARK 

USE NO. 2 PENCIL ONLY

INCORRECT MARKS   

1. How satisfied are you with the service you have received?

- ☐ Very satisfied
☐ Mostly satisfied
☐ Dissatisfied
☐ Very dissatisfied

6. How helpful is the individual counseling?

- ☐ Very helpful
☐ Somewhat helpful
☐ Not helpful
☐ Made things worse
☐ Did not receive

2. How satisfied are you with the comfort and appearance of this facility?

- ☐ Very satisfied
☐ Mostly satisfied
☐ Dissatisfied
☐ Very dissatisfied

7. If you were to seek help again, would you come back to this program?

- ☐ Yes, definitely
☐ Yes, probably
☐ No, probably not
☐ No, definitely not

3. Would you say our staff treated you with respect?

- ☐ All of the time
☐ Some of the time
☐ Little of the time
☐ Never

8. How old are you?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

4. How safe do you feel in this program?

- ☐ Very safe
☐ Somewhat safe
☐ Not very safe
☐ Not safe at all

5. How helpful are the group sessions?

- ☐ Very helpful
☐ Somewhat helpful
☐ Not helpful
☐ Made things worse
☐ Did not receive

9. What racial or ethnic category best describes you? (please mark only one)

- ☐ White
☐ Black/African American
☐ Asian/Pacific Islander
☐ Native American/Eskimo/Aleut
☐ Hispanic
☐ Multiracial
☐ Other

Please continue on the reverse side.

<p>10. Are you:</p> <p><input type="radio"/> Male <input type="radio"/> Female</p> <hr/> <p>11. What program are you participating in?</p> <p><input type="radio"/> Youth residential treatment <input type="radio"/> Youth outpatient treatment</p> <hr/> <p>12. When did you start in this program?</p> <div style="display: flex; justify-content: space-between;"> <table border="1" style="font-size: 0.8em;"> <thead><tr><th>Month</th><th>Day</th><th>Year</th></tr></thead> <tbody> <tr><td><input type="radio"/> Jan</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td><input type="radio"/> 1 <input type="radio"/> 2</td><td><input type="radio"/> 9 <input type="radio"/> 0</td></tr> <tr><td><input type="radio"/> April</td><td><input type="radio"/> 1 <input type="radio"/> 2</td><td><input type="radio"/> 1 <input type="radio"/> 2</td></tr> <tr><td><input type="radio"/> May</td><td><input type="radio"/> 2 <input type="radio"/> 3</td><td><input type="radio"/> 2 <input type="radio"/> 3</td></tr> <tr><td><input type="radio"/> June</td><td><input type="radio"/> 3 <input type="radio"/> 4</td><td><input type="radio"/> 3 <input type="radio"/> 4</td></tr> <tr><td><input type="radio"/> July</td><td><input type="radio"/> 4 <input type="radio"/> 5</td><td><input type="radio"/> 4 <input type="radio"/> 5</td></tr> <tr><td><input type="radio"/> Aug</td><td><input type="radio"/> 5 <input type="radio"/> 6</td><td><input type="radio"/> 5 <input type="radio"/> 6</td></tr> <tr><td><input type="radio"/> Sept</td><td><input type="radio"/> 6 <input type="radio"/> 7</td><td><input type="radio"/> 6 <input type="radio"/> 7</td></tr> <tr><td><input type="radio"/> Oct</td><td><input type="radio"/> 7 <input type="radio"/> 8</td><td><input type="radio"/> 7 <input type="radio"/> 8</td></tr> <tr><td><input type="radio"/> Nov</td><td><input type="radio"/> 8 <input type="radio"/> 9</td><td><input type="radio"/> 8 <input type="radio"/> 9</td></tr> <tr><td><input type="radio"/> Dec</td><td><input type="radio"/> 9 <input type="radio"/> 0</td><td><input type="radio"/> 9 <input type="radio"/> 0</td></tr> </tbody> </table> <table border="1" style="font-size: 0.8em;"> 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<p>14. How is your treatment being paid?</p> <p><input type="radio"/> Private funds (family, private insurance) <input type="radio"/> Public funds (state-DASA, Title 19) <input type="radio"/> Other</p>																																																																																																																																																													

Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program? _____

What do you not like about this program? _____

Great job! Thank you for your comments and for taking the time to help us.

Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling (360) 438-8629, by E-mail at rodrixf@dsas.wa.gov, or by writing him at this address: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

12/04 DRC ScanDocs™ 4773-54321

- 2 -



(YOUTH/SPANISH)

Evaluación del nivel de satisfacción de los pacientes jóvenes

Ayúdanos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibiste. Estamos interesados en tu honesta opinión, sea positiva o negativa. **Por favor, responde todas las preguntas. Tus respuestas serán estrictamente confidenciales.** Valoramos su ayuda. Muchas gracias.

Para las preguntas 1 a 7, por favor rellena el espacio ovalado, como se muestra a continuación, que mejor describe cómo te sientes.

MARCA CORRECTA  sólo utilice lápiz N° 2
MARCAS INCORRECTAS 

<p>1. ¿Estás satisfecho con los servicios que recibiste?</p> <p><input type="radio"/> Muy satisfecho</p> <p><input type="radio"/> Casi satisfecho</p> <p><input type="radio"/> Insatisfecho</p> <p><input type="radio"/> Muy insatisfecho</p>	<p>6. ¿Te ayudan las sesiones de terapia individual?</p> <p><input type="radio"/> Me ayudan mucho</p> <p><input type="radio"/> Me ayudan un poco</p> <p><input type="radio"/> No me ayudan</p> <p><input type="radio"/> Me hacen peor</p> <p><input type="radio"/> No participo en terapia individual</p>																				
<p>2. ¿Cómo te sientes sobre la comodidad y aspecto del establecimiento?</p> <p><input type="radio"/> Muy satisfecho</p> <p><input type="radio"/> Casi satisfecho</p> <p><input type="radio"/> Insatisfecho</p> <p><input type="radio"/> Muy insatisfecho</p>	<p>7. Si necesitaras ayuda otra vez, ¿volverías a este programa?</p> <p><input type="radio"/> Sí, por supuesto</p> <p><input type="radio"/> Sí, probablemente</p> <p><input type="radio"/> No, probablemente no</p> <p><input type="radio"/> No, definitivamente no</p>																				
<p>3. ¿Dirías que nuestros empleados te trataron con respeto?</p> <p><input type="radio"/> Todo el tiempo</p> <p><input type="radio"/> A menudo</p> <p><input type="radio"/> Pocas veces</p> <p><input type="radio"/> Nunca</p>	<p>8. ¿Cuántos años tienes?</p> <table border="1"> <tbody> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </tbody> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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<p>4. ¿Te sientes seguro en este programa?</p> <p><input type="radio"/> Muy seguro</p> <p><input type="radio"/> Algo seguro</p> <p><input type="radio"/> No muy seguro</p> <p><input type="radio"/> Totalmente inseguro</p>	<p>9. ¿Qué grupo racial o étnico te describe mejor? (marca sólo uno):</p> <p><input type="radio"/> Blanco/Euroamericano</p> <p><input type="radio"/> Negro/Afroamericano</p> <p><input type="radio"/> Asiático/Islands del Pacífico</p> <p><input type="radio"/> Indígena americano/Esquimal/Aleutiano</p> <p><input type="radio"/> Hispano/Latino</p> <p><input type="radio"/> Multi-racial</p> <p><input type="radio"/> Otro</p>																				
<p>5. ¿Te ayudan las sesiones de terapia en grupo?</p> <p><input type="radio"/> Me ayudan mucho</p> <p><input type="radio"/> Me ayudan un poco</p> <p><input type="radio"/> No me ayudan</p> <p><input type="radio"/> Me hacen peor</p> <p><input type="radio"/> No participo en terapia en grupo</p>																					

Por favor, continúa del otro lado.

<p>10. Sexo:</p> <p><input type="radio"/> Masculino</p> <p><input type="radio"/> Femenino</p>	<p>13. La fecha de hoy es:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Mes</th> <th>Día</th> <th>Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Abr</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> May</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Jun</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Jul</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Ago</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Sep</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Oct</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Nov</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Dic</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> </tbody> </table>	Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb			<input type="radio"/> Mar	1 2 3 4	0 1 2 3	<input type="radio"/> Abr	1 2 3 4	0 1 2 3	<input type="radio"/> May	1 2 3 4	0 1 2 3	<input type="radio"/> Jun	1 2 3 4	0 1 2 3	<input type="radio"/> Jul	1 2 3 4	0 1 2 3	<input type="radio"/> Ago	1 2 3 4	0 1 2 3	<input type="radio"/> Sep	1 2 3 4	0 1 2 3	<input type="radio"/> Oct	1 2 3 4	0 1 2 3	<input type="radio"/> Nov	1 2 3 4	0 1 2 3	<input type="radio"/> Dic	1 2 3 4	0 1 2 3																																							
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<p>11. ¿En qué programa estás participando?</p> <p><input type="radio"/> Programa residencial para jóvenes</p> <p><input type="radio"/> Programa de paciente externo para jóvenes</p>	<p>14. Mi tratamiento se paga con:</p> <p><input type="radio"/> Fondos privados (familia, seguro privado)</p> <p><input type="radio"/> Fondos públicos (Estado-DASA, Title 19)</p> <p><input type="radio"/> Otros</p>																																																																														
<p>12. ¿Cuándo empezaste en este programa?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Mes</th> <th>Día</th> <th>Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Abr</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> May</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Jun</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Jul</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Ago</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Sep</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Oct</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Nov</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Dic</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> </tbody> </table>	Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb			<input type="radio"/> Mar	1 2 3 4	0 1 2 3	<input type="radio"/> Abr	1 2 3 4	0 1 2 3	<input type="radio"/> May	1 2 3 4	0 1 2 3	<input type="radio"/> Jun	1 2 3 4	0 1 2 3	<input type="radio"/> Jul	1 2 3 4	0 1 2 3	<input type="radio"/> Ago	1 2 3 4	0 1 2 3	<input type="radio"/> Sep	1 2 3 4	0 1 2 3	<input type="radio"/> Oct	1 2 3 4	0 1 2 3	<input type="radio"/> Nov	1 2 3 4	0 1 2 3	<input type="radio"/> Dic	1 2 3 4	0 1 2 3	<p>13. La fecha de hoy es:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Mes</th> <th>Día</th> <th>Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Abr</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> May</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Jun</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Jul</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Ago</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Sep</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Oct</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Nov</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> <tr><td><input type="radio"/> Dic</td><td>1 2 3 4</td><td>0 1 2 3</td></tr> </tbody> </table>	Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb			<input type="radio"/> Mar	1 2 3 4	0 1 2 3	<input type="radio"/> Abr	1 2 3 4	0 1 2 3	<input type="radio"/> May	1 2 3 4	0 1 2 3	<input type="radio"/> Jun	1 2 3 4	0 1 2 3	<input type="radio"/> Jul	1 2 3 4	0 1 2 3	<input type="radio"/> Ago	1 2 3 4	0 1 2 3	<input type="radio"/> Sep	1 2 3 4	0 1 2 3	<input type="radio"/> Oct	1 2 3 4	0 1 2 3	<input type="radio"/> Nov	1 2 3 4	0 1 2 3	<input type="radio"/> Dic	1 2 3 4	0 1 2 3
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Tus comentarios son muy importantes. Por favor, permítenos saber lo que piensas con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué te gusta de este programa?

¿Qué es lo que no te gusta de este programa?

¡Excelente! Muchas gracias por tus comentarios y por tomar el tiempo necesario para ayudarnos.

Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tienes preguntas o comentarios acerca de este cuestionario dirígelas a Felix Rodriguez, Ph.D., llamando al teléfono (360) 438-8629, por correo electrónico a rodri@dsas.wa.gov, o escribiéndole a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

12/04 DRC ScanDocs™ 4770-54321

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(YOUTH/VIETNAMESE)

THĂM DÒ MỨC ĐỘ HÀI LÒNG CỦA BỆNH NHÂN THANH NIÊN

Xin quý vị giúp đỡ chúng tôi cải thiện chương trình bằng cách trả lời những câu hỏi về các dịch vụ quý vị đã nhận được. Chúng tôi rất quan tâm đến các ý kiến trung thực của các bạn, dù đó là khen hay chê. Xin quý vị trả lời toàn bộ các câu hỏi. Chúng tôi sẽ giữ kín một cách tuyệt đối các câu trả lời của quý vị. Chúng tôi thành thật cảm ơn sự giúp đỡ của quý vị!

Đối với các câu hỏi từ 1 đến 7, hãy điền vào ô thích hợp với suy nghĩ của quý vị nhất.

ĐẤU ĐÁNH ĐÚNG



ĐẤU ĐÁNH SAI



<p>1. Quý vị hài lòng với dịch vụ đã nhận ở mức độ nào?</p> <p><input type="radio"/> Rất hài lòng</p> <p><input type="radio"/> Hài lòng phần nhiều</p> <p><input type="radio"/> Không hài lòng</p> <p><input type="radio"/> Không hài lòng chút nào</p>	<p>6. Sự tham vấn cá nhân có lợi ích như thế nào?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không lợi</p> <p><input type="radio"/> Khiến cho mọi việc tệ hơn</p> <p><input type="radio"/> Không nhận được</p>																																																																																																						
<p>2. Quý vị hài lòng về cơ sở này ở mức độ nào khi đề cập đến sự thoải mái và hình thái cơ sở này tạo ra cho quý vị?</p> <p><input type="radio"/> Rất hài lòng</p> <p><input type="radio"/> Hài lòng phần nhiều</p> <p><input type="radio"/> Không hài lòng</p> <p><input type="radio"/> Không hài lòng chút nào</p>	<p>7. Nếu quý vị cần sự giúp đỡ nữa, quý vị có trở lại chương trình này không?</p> <p><input type="radio"/> Có, chắc chắn</p> <p><input type="radio"/> Có, có thể có</p> <p><input type="radio"/> Không, có lẽ là không</p> <p><input type="radio"/> Không, chắc chắn là không</p>																																																																																																						
<p>3. Các nhân viên của chúng tôi có đối đãi quý vị với sự tôn trọng không?</p> <p><input type="radio"/> Luôn luôn</p> <p><input type="radio"/> Đôi khi</p> <p><input type="radio"/> Ít khi</p> <p><input type="radio"/> Không bao giờ</p>	<p>8. Quý vị được bao nhiêu tuổi?</p> <table border="1"> <tr><td>0</td><td>1</td></tr> <tr><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td></tr> <tr><td>6</td><td>7</td></tr> <tr><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td></tr> <tr><td>12</td><td>13</td></tr> <tr><td>14</td><td>15</td></tr> <tr><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td></tr> <tr><td>20</td><td>21</td></tr> <tr><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td></tr> <tr><td>26</td><td>27</td></tr> <tr><td>28</td><td>29</td></tr> <tr><td>30</td><td>31</td></tr> <tr><td>32</td><td>33</td></tr> <tr><td>34</td><td>35</td></tr> <tr><td>36</td><td>37</td></tr> <tr><td>38</td><td>39</td></tr> <tr><td>40</td><td>41</td></tr> <tr><td>42</td><td>43</td></tr> <tr><td>44</td><td>45</td></tr> <tr><td>46</td><td>47</td></tr> <tr><td>48</td><td>49</td></tr> <tr><td>50</td><td>51</td></tr> <tr><td>52</td><td>53</td></tr> <tr><td>54</td><td>55</td></tr> <tr><td>56</td><td>57</td></tr> <tr><td>58</td><td>59</td></tr> <tr><td>60</td><td>61</td></tr> <tr><td>62</td><td>63</td></tr> <tr><td>64</td><td>65</td></tr> <tr><td>66</td><td>67</td></tr> <tr><td>68</td><td>69</td></tr> <tr><td>70</td><td>71</td></tr> <tr><td>72</td><td>73</td></tr> <tr><td>74</td><td>75</td></tr> <tr><td>76</td><td>77</td></tr> <tr><td>78</td><td>79</td></tr> <tr><td>80</td><td>81</td></tr> <tr><td>82</td><td>83</td></tr> <tr><td>84</td><td>85</td></tr> <tr><td>86</td><td>87</td></tr> <tr><td>88</td><td>89</td></tr> <tr><td>90</td><td>91</td></tr> <tr><td>92</td><td>93</td></tr> <tr><td>94</td><td>95</td></tr> <tr><td>96</td><td>97</td></tr> <tr><td>98</td><td>99</td></tr> <tr><td>100</td><td>101</td></tr> </table>	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101
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<p>4. Quý vị có cảm thấy an toàn khi tham dự trong chương trình này không?</p> <p><input type="radio"/> Rất an toàn</p> <p><input type="radio"/> Khá an toàn</p> <p><input type="radio"/> Không an toàn lắm</p> <p><input type="radio"/> Không an toàn chút nào</p>	<p>9. Quý vị thuộc chủng tộc hoặc sắc tộc nào? (xin đánh dấu một chi tiết thôi)</p> <p><input type="radio"/> Mỹ Trắng</p> <p><input type="radio"/> Mỹ đen/ Mỹ gốc châu Phi</p> <p><input type="radio"/> Người châu Á/vùng đảo Thái bình Dương</p> <p><input type="radio"/> Thổ dân Mỹ/Eskimo/Aleut</p> <p><input type="radio"/> Người gốc Tây-ban-Nha</p> <p><input type="radio"/> Người đa chủng/đa sắc tộc</p> <p><input type="radio"/> Người thuộc chủng tộc/sắc tộc khác</p>																																																																																																						
<p>5. Các nhóm họp mặt, hội thảo có lợi ích như thế nào?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không lợi</p> <p><input type="radio"/> Làm cho mọi sự tệ hơn</p> <p><input type="radio"/> Không nhận được</p>																																																																																																							

Xin tiếp tục ở mặt sau.

<p>10. Quý vị là:</p> <p><input type="radio"/> Nam</p> <p><input type="radio"/> Nữ</p>	<p>13. Ngày hôm nay là ngày nào?</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Tháng</th> <th>Ngày</th> <th>Năm</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> 1</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 2</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 3</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 4</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 5</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 6</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 7</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 8</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 9</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 10</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 11</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 12</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> </tbody> </table>	Tháng	Ngày	Năm	<input type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12	<input type="radio"/>	<input type="radio"/>
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<p>11. Quý vị đang tham gia trong chương trình nào?</p> <p><input type="radio"/> Trị liệu nội trú cho thanh niên</p> <p><input type="radio"/> Trị liệu ngoại trú cho thanh niên</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Tháng</th> <th>Ngày</th> <th>Năm</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> 1</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 2</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 3</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 4</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 5</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 6</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 7</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 8</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 9</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 10</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 11</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 12</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> </tbody> </table>	Tháng	Ngày	Năm	<input type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12	<input type="radio"/>	<input type="radio"/>
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<p>12. Quý vị bắt đầu tham dự trong chương trình từ khi nào?</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Tháng</th> <th>Ngày</th> <th>Năm</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> 1</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 2</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 3</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 4</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 5</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 6</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 7</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 8</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 9</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 10</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 11</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td><input type="radio"/> 12</td><td><input type="radio"/></td><td><input type="radio"/></td></tr> </tbody> </table>	Tháng	Ngày	Năm	<input type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12	<input type="radio"/>	<input type="radio"/>	<p>14. Sự trị liệu của quý vị được trang trải như thế nào?</p> <p><input type="radio"/> Quỹ tư (gia đình, bảo hiểm cá nhân)</p> <p><input type="radio"/> Quỹ công (tiểu bang-DASA, chương trình số 19)</p> <p><input type="radio"/> Quỹ khác</p>
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Những nhận xét của quý vị rất quan trọng đối với chúng tôi. Hãy cho chúng tôi biết quý vị nghĩ gì về chương trình của chúng tôi qua sự trả lời những câu hỏi dưới đây:

Quý vị thích điều gì ở chương trình này? _____

Quý vị không thích điều gì ở chương trình này? _____

Thật tốt đẹp! Chúng tôi xin cảm ơn quý vị về những nhận xét và thời gian quý vị dành ra để giúp chúng tôi.

Cuộc thăm dò ý kiến này được chuẩn bị bởi Bộ Cai Nghiện Rượu và Thuốc Phiện tiểu bang Washington (Washington State Division of Alcohol and Substance Abuse, gọi tắt là DASA). Nếu có thắc mắc hoặc có nhận xét gì về cuộc thăm dò ý kiến này, xin liên lạc với Tiến Sĩ Felix Rodriguez qua số điện thoại (360) 438-8629, bằng thư điện tử ở địa chỉ rodrif@dshs.wa.gov, hoặc gửi thư theo địa chỉ sau đây: DASA, P.O. Box 45330, Olympia, WA 98544-5330.

(YOUTH/Cambodian)

ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺយុវវ័យ

សូមជួយពួកយើងដើម្បីកែលម្អ រកម្សិល្បីរបស់យើងបន្ថែមទៀតដើម្បីជួយអ្នកជំងឺយុវវ័យដទៃទៀត។

យើងមានការចាប់អារម្មណ៍ចំពោះមតិយោបល់របស់អ្នក ទោះបីជាមានភាពវិជ្ជមានឬអវិជ្ជមានក៏ដោយ។

សូមឆ្លើយត្របត់សំណួរទាំងអស់។ យើងរកទុកទូទៅមើលទាំងអស់របស់អ្នកដោយលក្ខណៈសំងាត់បំផុត។

យើងពិតជាគោរពសេរីចំពោះការជួយរបស់អ្នក។

សញ្ញាសម្គាល់ស្រី ☐

សញ្ញាសម្គាល់ប្រុស ☐

សូមប្រើប្រាស់ពេលវេលា ២ ម៉ោងស្របច្បាប់

សំណួរទី 1 ដល់ទី 7
សូមបំពេញនៅក្នុងរង្វង់ដែលពណ៌នាអារម្មណ៍អ្វីដែលអ្នកមាន។

<p>1. តើអ្នកមានការពេញចិត្តនឹងសេវាដែលអ្នកទទួលបានយ៉ាងដូចម្តេច?</p> <p><input type="radio"/> ពេញចិត្តណាស់</p> <p><input type="radio"/> ពេញចិត្តភាគច្រើន</p> <p><input type="radio"/> មិនពេញចិត្ត</p> <p><input type="radio"/> មិនពេញចិត្តសោះ</p>	<p>6. តើការពិគ្រោះយោបល់រវាងបុគ្គលជួយដោយរបៀបណា?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវតាមតម្រូវការ</p> <p><input type="radio"/> មិនជួយឡើយ</p> <p><input type="radio"/> ធ្វើឱ្យយ៉ាងកាន់តែធ្ងន់ធ្ងរទៅៗ</p> <p><input type="radio"/> មិនបានទទួលឡើយ</p>										
<p>2. តើអ្នកមានការពេញចិត្តនឹងភាពងាយស្រួលនិងរូបភាពនៃអាគារនេះយ៉ាងដូចម្តេច?</p> <p><input type="radio"/> ពេញចិត្តណាស់</p> <p><input type="radio"/> ពេញចិត្តភាគច្រើន</p> <p><input type="radio"/> មិនពេញចិត្ត</p> <p><input type="radio"/> មិនពេញចិត្តសោះ</p>	<p>7. ប្រសិនបើអ្នកត្រូវការការកំណត់យកម្តងទៀត តើអ្នកនឹងត្រឡប់មកកម្មវិធីនេះវិញទេ?</p> <p><input type="radio"/> បាទ/ចាស៍ ប្រាកដជាមក</p> <p><input type="radio"/> បាទ/ចាស៍ ប្រហែលជាមក</p> <p><input type="radio"/> ទេ ប្រហែលជាអត់ទេ</p> <p><input type="radio"/> ទេ ប្រាកដជាអត់ទេ</p>										
<p>3. តើអ្នកនឹងនិយាយថា បុគ្គលិកប្រព្រឹត្តិចំពោះអ្នកដោយគោរពដែរឬទេ?</p> <p><input type="radio"/> ត្របត់ទាំងអស់</p> <p><input type="radio"/> មានពេលខ្លះ</p> <p><input type="radio"/> តិចតួច</p> <p><input type="radio"/> មិនដែលទាល់តែសោះ</p>	<p>8. តើអ្នកអាចប៉ាន់?</p> <table border="1" style="margin: 0 auto; text-align: center;"> <tr><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td></tr> <tr><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td></tr> </table>	1	2	3	4	5	6	7	8	9	10
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9	10										
<p>4. តើអ្នកមានអារម្មណ៍សុវត្ថិភាពយ៉ាងណាចំពោះកម្មវិធីនេះ?</p> <p><input type="radio"/> មានសុវត្ថិភាពណាស់</p> <p><input type="radio"/> មានសុវត្ថិភាពត្រឹមត្រូវតាមតម្រូវការ</p> <p><input type="radio"/> មិនមានសុវត្ថិភាព</p> <p><input type="radio"/> មិនមានសុវត្ថិភាពទាល់តែសោះ</p>	<p>9. តើប្រភេទជំងឺជាតិសាសន៍អ្វីដែលពណ៌នាពីអ្នក? (សូមស្វែងរកក្នុងតារាងខាងក្រោម)</p> <p><input type="radio"/> ស្បែកស</p> <p><input type="radio"/> ស្បែកខ្មៅ/អាហ្វ្រិកាណ</p> <p><input type="radio"/> អាស៊ី/អ្នករស់នៅជុំវិញអាស៊ីបូព៌ា</p> <p><input type="radio"/> ដើមកំណើតអាមេរិកាំង អេស្ប៉ា អឺរ៉ុប</p> <p><input type="radio"/> អ៊ីស្ប៉ាណិក</p> <p><input type="radio"/> មិនជាតិសាសន៍ច្រើន</p> <p><input type="radio"/> ដទៃទៀត</p>										
<p>5. តើការបង្ហាត់បង្រៀនរបស់ក្រុមអាចជួយបានយ៉ាងដូចម្តេច?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវតាមតម្រូវការ</p> <p><input type="radio"/> មិនជួយឡើយ</p> <p><input type="radio"/> ធ្វើឱ្យយ៉ាងកាន់តែធ្ងន់ធ្ងរទៅៗ</p> <p><input type="radio"/> មិនបានទទួលឡើយ</p>											

■ ■ ■ ■ ■

សូមបន្តទៅខាងម្ខាងទៀត

10. ខ្ញុំជាភេទ

☐ ប្រុស

☐ ស្រី

11. តើកម្មវិធីអ្វីដែលអ្នកកំពុងចូលរួម?

☐ ការព្យាបាលតាមមន្ទីរពេទ្យយុវជន

☐ ការព្យាបាលអ្នកជំងឺខាងក្រៅដែលជាយុវជន

12. តើអ្នកបានចាប់ផ្តើមនៅក្នុងកម្មវិធីនេះនៅពេលណា?

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	① ② ③ ④	① ②
<input type="radio"/> មេសា	① ② ③ ④	① ②
<input type="radio"/> ឧសភា	② ③ ④ ⑤	① ②
<input type="radio"/> មិថុនា	③ ④ ⑤ ⑥	① ②
<input type="radio"/> កក្កដា	④ ⑤ ⑥ ⑦	① ②
<input type="radio"/> សីហា	⑤ ⑥ ⑦ ⑧	① ②
<input type="radio"/> កញ្ញា	⑥ ⑦ ⑧ ⑨	① ②
<input type="radio"/> តុលា	⑦ ⑧ ⑨ ១០	① ②
<input type="radio"/> វិច្ឆិកា	⑧ ⑨ ១០ ១១	① ②
<input type="radio"/> ធ្នូ	⑨ ១០ ១១ ១២	① ②

13. កាលបរិច្ឆេទថ្ងៃនេះ

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	① ② ③ ④	① ②
<input type="radio"/> មេសា	① ② ③ ④	① ②
<input type="radio"/> ឧសភា	② ③ ④ ⑤	① ②
<input type="radio"/> មិថុនា	③ ④ ⑤ ⑥	① ②
<input type="radio"/> កក្កដា	④ ⑤ ⑥ ⑦	① ②
<input type="radio"/> សីហា	⑤ ⑥ ⑦ ⑧	① ②
<input type="radio"/> កញ្ញា	⑥ ⑦ ⑧ ⑨	① ②
<input type="radio"/> តុលា	⑦ ⑧ ⑨ ១០	① ②
<input type="radio"/> វិច្ឆិកា	⑧ ⑨ ១០ ១១	① ②
<input type="radio"/> ធ្នូ	⑨ ១០ ១១ ១២	① ②

14. តើការព្យាបាលរបស់អ្នកត្រូវបានបង្កើតដោយរបៀបណា?

☐ មន្ទីរពិសោធន៍ (គ្រួសារ ការធានារ៉ាប់រងឯកជន)

☐ មន្ទីរពិសោធន៍ (រដ្ឋ- DASA Title 19)

☐ ដទៃទៀត

យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។
សូមប្រាប់ឲ្យពួកយើងដឹងអ្វីដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយឆ្លើយនឹងសំណួរខាងក្រោមនេះ។

តើអ្នកចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

តើអ្នកមិនចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

ធ្វើបានល្អមែន! សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលរបស់អ្នកជួយពួកយើង។

ការស្តាប់សំឡេងពីប្រជាជនដោយប្រកបដោយសុវត្ថិភាព និងគ្រឿងប្រដាប់ (DASA) របស់រដ្ឋវ៉ាស៊ីនតោន។ សំណួរនិងយោបល់សំខាន់ៗអំពីការស្តាប់សំឡេងនេះត្រូវបានដាក់ឱ្យមាននៅលើក្របខណ្ឌ Felix Rodriguez, Ph.D., ដោយអ្នកសិក្សាស្រាវជ្រាវ (360) 438-8829, ឬតាមសារអ៊ីម៉ែល ទៅកាន់អាត់ស៊ី: rodrixf@deha.wa.gov.

Washington State Division of Alcohol and Substance Abuse (DASA)

2005 Statewide Patient Satisfaction Survey

GUIDELINES FOR ADMINISTRATION



These Guidelines provide the basic information regarding the administration of the Patient Satisfaction Survey. However, if treatment agencies would like further information or assistance, they should contact:

Felix Rodriguez, Ph.D.
Division of Alcohol & Substance Abuse
P.O. Box 45330
Olympia, WA 98504-5330
Phone: (360) 438-8629, or toll-free at
(877) 301-4557
FAX: (360) 407-1044
E-mail: rodrixf@dshs.wa.gov
DASA website:
www1.dshs.wa.gov/dasa/

What is the purpose of the Patient Satisfaction Survey?

The Patient Satisfaction Survey aims to assess patients' perception of the quality of chemical dependency (CD) treatment services they receive. Information given by patients will be used to improve CD treatment programs in Washington State.

When will treatment agencies administer the survey?

Treatment agencies will administer the survey during the week of March 21-25, 2005.

What is the goal of the survey?

To obtain completed surveys from 100% of patients who are participating in treatment during the week of March 21-25, 2005. This will include patients who have started treatment any day during that week.

How will treatment agencies administer the Patient Satisfaction Survey? What are some helpful tips for a successful survey?

- It is important for agencies to use procedures that encourage patients to complete the survey, ensure confidentiality of their responses, and allow them to respond as honestly as possible.
- Agencies who have successfully administered patient satisfaction surveys in the past suggest it is helpful to designate a **survey coordinator** who will be responsible for: (a) distributing and collecting the surveys, and (b) returning them to DASA.
- It is important to know the best time and manner to distribute and collect the surveys during the week of March 21-25, 2005. **We have found from previous surveys that the best time to give the survey to patients is during the group sessions.**
- It is important: (a) to encourage patients to answer all of the questions in the survey, and (b) to ensure that they complete the survey only once during the week. **We have found that it is helpful to keep a list of patients who have and who have not completed the survey. Experience tells us that 85% to 90% of patients who are participating in treatment will complete the survey.**
- It is important to allow patients to seek help from a staff member or another patient if they need assistance in completing the survey (e.g. clarification with questions, definition of some terms, and difficulty in reading).
- **For methadone programs,** we have found that it is particularly helpful to train front staff: (a) to encourage patients to complete the survey as they check in and (b) to remind them to return completed surveys after dosing. It is also helpful for front staff to remind patients that: (a) the survey is confidential, and (b) the survey is a good opportunity for patients to give feedback about their own treatment. It is helpful to put up posters about the survey, display the surveys in a very visible manner, provide patients with clipboards, and provide locked boxes for putting in completed surveys.

What will treatment agencies do after collecting all the completed surveys?

Fill out the **Completion Summary Form**. This form will provide the information needed to calculate the statewide and agency response rates. Return the Completion Summary Form and all the original completed surveys by **April 1, 2005**, to:

Felix Rodriguez, Ph.D.
Division of Alcohol and Substance Abuse (DASA)
P.O. Box 45330
Olympia, WA 98504-5330

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Appendix C

Department of Social and Health Services - County by Regions

